

Annual Report

July 1, 2005 – June 30, 2006



Central Wisconsin Center for the Developmentally Disabled

**STATE OF WISCONSIN
Department of Health and Family Services
Division of Disability and Elder Services
317 Knutson Drive
Madison, WI 53704-1197**

Central Wisconsin Center

VISION STATEMENT

People Caring for People---We support people with developmental disabilities to achieve their full potential by enhancing human development, health, environment and quality of life.

MISSION STATEMENT

Central Wisconsin Center, as a resource center of excellence for citizens with developmental disabilities, provides state-of-the-art services in outreach, education, assessment, short-term admissions, and residential services.

Central Wisconsin Center Five-Year Strategic Plan: Themes and Priority Goals for 2005-09

Strategic Theme:	Satisfying our Customers
Priority Goals:	<ul style="list-style-type: none"> • Improve overall quality of life and quality of care. • Maintain excellent healthcare outcomes. • Provide outstanding opportunities for individual growth and development. • Promote a safe, respectful, personalized living environment.
Strategic Theme:	Making CWC a Great Place to Work
Priority Goals:	<ul style="list-style-type: none"> • Improve employee recruitment. • Increase employee satisfaction and retention. • Strengthen employee training, advancement opportunities and succession planning. • Provide a safe work environment. • Foster a supportive, respectful work culture that emphasizes effective team practices, recognition of employees' and volunteers' services and contributions, and acceptance of diverse ideas and cultures. • Improve the quality of leadership.
Strategic Theme:	Creating our Future
Priority Goals:	<ul style="list-style-type: none"> • Track and respond to changing professional standards of practice and changing governmental policies. • Enhance organizational responsiveness to changing customer and stakeholder needs. • Develop and maintain partnerships with stakeholders. • Expand Central Wisconsin Center's role as a resource center of expertise and specialized knowledge. • Improve public relations. • Eliminate healthcare disparities.
Strategic Theme:	Improving our Organization
Priority Goals:	<ul style="list-style-type: none"> • Adhere to the Baldrige National Quality criteria and participate in the Wisconsin Forward Award. • Improve operational efficiencies. • Strengthen alignment of daily operations with strategic plan priorities, using data-driven processes to guide daily decision-making and resource allocation. • Improve alignment of Quality Improvement initiatives with the strategic plan, using data-driven processes to assist in priority setting and planning. • Enhance communication.

CORE Values of Central Wisconsin Center (CWC)

Person-Centered

A person-centered philosophy guides our approach to treatment and support strategies. We maximize individual potential by our focus on human development, health, environment and quality of life.

Respect and Dignity

We believe that all people are of equal human value. We believe that each person is unique in talents and abilities. We believe that everyone deserves quality service. We celebrate the diversity of the people who live and work at CWC.

Dedication

We are responsive to our customers, passionate in our advocacy, principled in our approach and responsible in our actions.

Excellence

We strive for excellence and seek continuing improvement in all we do.

Collaboration and Partnership

We promote inclusion and participation in a team-focused environment. Together, we seek creative approaches to common issues.

Community

We are a learning community devoted to increasing knowledge of best practices. We achieve success when sharing and integrating this knowledge into the broader community.

Safety

We are committed to the safety of the people who live and work at CWC.



DIVISION OF DISABILITY AND ELDER SERVICES
CENTRAL WISCONSIN CENTER
FOR THE DEVELOPMENTALLY DISABLED
317 KNUTSON DRIVE
MADISON, WI 53704-1197

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Governor

Helene Nelson
Secretary

State of Wisconsin

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August 8, 2006

Sinikka Santala, Administrator
Division of Disability and Elder Services
PO Box 7851
Madison WI 53707-7851

Dear Ms. Santala:

I am pleased and honored to present the FY 2006 Central Wisconsin Center Annual Report. There is much to be proud of as the accomplishments by our outstanding employees are many. This report reflects our organizational commitment and dedication.

Our commitment during FY 2006 is best reflected by the fact that this was a year to roll up our sleeves and get into the hard work of fine-tuning our vast array of outstanding programs and services. To that end there have been countless projects, improvement efforts and initiatives to make a great organization even better.

Our greatest challenge, like all health care providers in our region, is maintaining a viable workforce. I am pleased to report that the Center was consistently staffed at 90% or more of the authorized workforce during FY 2006. This accomplishment did not come easy and required continuous efforts by many.

The Center has a well deserved reputation for outstanding care of the people who live at CWC. Even more, our outstanding employees also care for each other and their community. That was evidenced by receipt of Wisconsin's highest diversity award and by record setting participation in the Partners in Giving campaign. These accomplishments were recognized by Lt. Governor Barbara Lawton and DHFS Secretary Helene Nelson, respectively.

The Center also finalized a new five year strategic plan and gave life to it by developing strategic goals and improvement projects. The strategic plan is included in this annual report. I invite you and every reader of the report to review it.

Shared facility management between CWC and MMHI is as important as ever and continues to be one of the main reasons that CWC is able to provide such a high quality medical program at a reasonable daily rate.

It continues to be an honor and a privilege to work with such an outstanding group of employees. They are truly the people who make CWC the fine organization that it is. They are "People Caring for People."

Sincerely,

A handwritten signature in dark ink, appearing to read "Theodore J. Bunck".

Theodore J. Bunck, Ph.D.
Director

Administrative Staff



(Left to Right)

1st Row: Barbara Bronte, Kathleen Oehrlein, Theodore Bunck, PhD,
Bonnie Kees, Gregory Kesling

2nd Row: Kathlyn Steele, Diana Morehouse, Cynda Solberg, Carol Krzizike

3rd Row: Susan Gruchow, Jeffrey Tagliapietra, Carol Zimmerman,
Carol Walker, Nathan Page, MD, Robin Gruchow

Wisconsin Department of Health and Family Services

Division of Disability and Elder Services

Central Wisconsin Center for the Developmentally Disabled

Theodore J. Bunck, PhD, Director

ADMINISTRATIVE STAFF

Barbara Bronte, Human Resources Director

Robin Gruchow, Unit Director

Susan Gruchow, Unit Director

Gregory Kesling, Director of Resident Programs and Psychology Services

Carol Krzizike, Staff Training Director

Diana Morehouse, Director of Resident Living Services and Deputy Director

Kathleen Oehrlein, Nursing Supervisor

Nathan Page, MD, Medical Services Director

Cynda Solberg, Management Services Director

Kathlyn Steele, Nursing Director

Jeffrey Tagliapietra, Community and Social Services Director

Carol Walker, Unit Director

Carol Zimmerman, Unit Director

Intranet: http://dhfsweb/dctf_cwc/

Internet: http://dhfs.wisconsin.gov/DD_CWC

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TABLE I
Population Statistics

STATISTICAL INFORMATION	FISCAL YEAR 2005	FISCAL YEAR 2006
AVERAGE DAILY POPULATION	337.5	323.1
DAYS OF SERVICE PROVIDED	123,189	117,933
ADMISSIONS		
TOTAL	210	226
Short-Term	210	226
Care and Treatment	0	0
DISCHARGES		
TOTAL	217	233
Short-Term	213	225
Care and Treatment - CIP	4	7
Care and Treatment - Transfer to SWC	0	1
PLACEMENT LOCATION		
Own Home	169	167
Foster Home	17	21
Group Home	18	23
Supportive Home Living	2	0
Adult Family / Adult Foster Home	5	13
Community-Based Residential Facility	1	0
Nursing Home	0	2
ICF-MR	2	3
Other	3	4
DEATHS	7	5

DEMOGRAPHICS OF POPULATION ON JUNE 30, 2006

The average age of the people living at CWC is 41.5 years. The oldest person is 90 years old; the youngest person is six years old. The population is 51.7 percent male and 48.3 percent female.

As shown in TABLE II on the next page, 94.7 percent of the people living at CWC are profoundly retarded and 81.6 percent are not ambulant.

TABLE II

Population Distribution Levels as of June 30, 2006

Chronological Age Groups and Ambulation Levels		Level of Retardation						
		Mild	Moderate	Severe	Profound	TOTAL	% Age Group	% Total
0-5	W	0	0	0	0	0	0	0
	MS	0	0	0	0	0	0	0
	MA	0	0	0	0	0	0	0
	subtotal	0	0	0	0	0	0	0
	%AG	0	0	0	0	0	---	---
	%TP	0	0	0	0	0	---	---
6-12	W	0	0	0	0	0	0	0
	MS	0	0	0	1	1	25.0	0.3
	MA	0	0	0	3	3	75.0	0.9
	subtotal	0	0	0	4	4	100.0	1.2
	%AG	0	0	0	100.0	100.0	---	---
	%TP	0	0	0	1.2	1.2	---	---
13-18	W	0	0	1	0	1	14.3	0.3
	MS	0	0	0	0	0	0	0
	MA	0	0	1	5	6	85.7	1.9
	subtotal	0	0	2	5	7	100.0	2.2
	%AG	0	0	28.6	71.4	100.0	---	---
	%TP	0	0	0.6	1.6	2.2	---	---
19+	W	1	2	6	49	58	18.7	18.1
	MS	0	0	0	30	30	9.7	9.3
	MA	0	0	6	216	222	71.6	69.2
	subtotal	1	2	12	295	310	100.0	96.6
	%AG	0.3	0.6	3.9	95.2	100.0	---	---
	%TP	0.3	0.6	3.8	91.9	96.6	---	---
TOTAL POPULATION	W	1	2	7	49	59	---	18.4
	MS	0	0	0	31	31	---	9.6
	MA	0	0	7	224	231	---	72.0
	total	1	2	14	304	321	---	100.0
	%TP	0.3	0.6	4.4	94.7	100.0	---	---

W Walks upright with or without some degree of difficulty. Walks on level surfaces, may need assistance with stairs but gets to activities by walking.

MS Nonambulant but moves by self, scooting or crawling, or moves with aid such as walker, crutches, or wheelchair. Can get to activities on level surfaces by self with only minimal assistance.

MA Moves only with assistance. Uses special equipment such as cart, walker, relaxer, Hogg or wheelchair for mobility. May scoot or crawl but cannot move self to an activity on level surface.

%AG Percent of age group.

%TP Percent of total population

ALL NUMBERS ARE ROUNDED TO NEAREST DECIMAL DIGIT.

TABLE III

Costs – FY2006

(July 1, 2005 - June 30, 2006)

Total FY06 Expenditures	\$62,880,358.92
-------------------------	-----------------

Average Cost Per Person
(Based on FY06 average daily census = 323.10)

Daily FY05 Average per person	\$533.00
Monthly FY06 Average per person	\$16,218.00
Annual FY06 Average per person	\$194,616.00

TABLE IV
FY2006 Staffing

OFFICE OF THE DIRECTOR = 9.70	
Institution Director	1.00
Administrative Support	1.00
Human Resources	7.70
MANAGEMENT SERVICES = 139.40	
Institution Management Services Director	(1.00)
MMHI FTE (Shared Position - MMHI and CWC)	
Mgt. Information Services	3.50
Communication Services	6.00
Business Office / Stores	8.00
Facility Services	16.00
Environmental Services	59.30
Food Services	46.60
SOCIAL AND COMMUNITY SERVICES = 10.40	
Social and Community Services Director	1.00
Social and Community Services	9.40
MEDICAL SERVICES = 63.75	
Medical Services Director	1.00
Administrative Support70
Lab Services	2.85
Rehabilitative Services	2.00
Physical Therapy	9.90
Occupational Therapy	13.60
Rehabilitative Technicians	6.00
Respiratory Therapy	7.50
Pediatric Service	1.00
Pharmacy	8.20
Dental Service	3.00
Psychiatric Services	2.00
Medical Staff	1.00
Peer Review	3.00
Medical Transcription Services	2.00

NURSING SERVICES = 66.50

Director of Nursing.....	1.00
Administrative Support	1.00
Nursing Services	15.30
Short Term Care / Central Supply.....	22.80
Charge / Float Services	17.00
Staff Training and Development	6.40
Area Assistant	3.00

RESIDENT PROGRAMS = 500.25

Deputy Institution Superintendent.....	1.00
Institution Treatment Director	1.00
Resident Living Administrative Support	1.00
Resident Living.....	415.85
Adult Programs	40.50
QMRP Services.....	14.80
Volunteer Services	1.00
Psychological Services	11.60
Education	9.00
Religious Services50
Communication Development.....	4.00

TOTAL FTE = 790.00

On Hold and/or Vacant..... 97.70

GRAND TOTAL of BUDGETED FTE = 887.70

Central Wisconsin Center Receives Diversity Award

Central Wisconsin Center (CWC) was formally recognized at an award ceremony on October 20, 2005 at the State Capitol. The Center was one of six recipients of the 2005 Annual Diversity Award from the State Council on Affirmative Action and the Office of State Employment Relations. Sue Reinardy, Deputy Secretary of the Department of Health and Family Services (DHFS) and Ted Bunck, Ph.D., Director of CWC accepted the award on behalf of the CWC Cultural Competence Committee. A highlight of the program was when the current members of the Cultural Competence Committee were recognized by Lieutenant Governor Barbara Lawton, Supreme Court Justice Louis B. Butler, Jr. and the entire audience.

The Cultural Competence Committee has involved 26 employees from 15 cultures and ethnic backgrounds since its inception. Its focus is to improve cultural awareness, train and retrain minority employees, enhance new employee transition into the work culture and expand affirmative action programs. Emphasis is placed upon open and honest discussion of cultural values in new employee orientation and supervisory training.

Dr. Bunck stated, "Receiving this diversity recognition is a high honor that reflects extremely positively on the work of the CWC Cultural Competence Committee. This committee has been one of our most successful endeavors and the diversity award speaks powerfully to its success. Its members have shown all of us what personal leadership, courage and integrity are all about."



*Members of the Cultural Competence Committee pose for a picture
with Lieutenant Governor Lawton*

CENTER PROGRAMS

Adapted Physical Education
Adult Vocational Therapy Services
Cardinal School / Education Services
Communication Development
Dental Clinic
Employee Health
Environmental Services
Facility Services
Food Service
Forward Focus Quality Improvement Program
Foster Grandparent Program
Infection Control Activities
Information Services
Medical Services
Music Therapy
Nursing Services
Peer Crisis Intervention Program
Pharmacy Services
Psychological Services
Qualified Mental Retardation Professionals
Rehabilitation Services
Religious Services
Resident Living
Social Services
Staff Training and Development
Take Your Child To Work Day
Therapeutic Recreation
Transportation Services
Volunteer Services

Adapted Physical Education

PROGRAM HIGHLIGHTS

Adapted Physical Education (APE) at Central Wisconsin Center (CWC) is a diverse program that includes developmental activities, fundamental movement skills, object manipulation skills, perceptual stimulation, aquatics, and health and wellness. All activities are adapted to meet the interest, capabilities and limitations of individual students. Student motivation, social interaction, communication development and self-esteem are considered an essential part of the total program.

The APE staff consists of one full-time Adapted Physical Education Teacher. Sessions were held one to two times per week, for one hour each per student. Fourteen school-age students were served through Cardinal Schools Adapted Physical Education program during this report period.

Sessions included the following:

- **Greeting:** To promote social interaction skills.
- **Warm Up:** To stimulate arousal levels through rhythmical movement and vestibular stimulation.
- **Range of Motion:** To increase flexion and extension of upper extremities in preparation for activity.
- **Skill Development:** To increase motor skill repertoire and cognition through adapted activities.
- **Cool Down:** To promote relaxation through music listening and closure to the session.

Students participated in aquatics, outdoor games, adapted games, target toss, interpretive dance (Frostiball theme), ramp bowling, health / wellness, shuffleboard, basketball, adapted football, sensory stimulation (holiday tree walk) and sports appreciation. Fourteen Individualized Education Plans (IEP) were completed for school-age students this report period.

The APE program also serves school-age students enrolled in CWC's Short-Term Assessment Program (STAP). The number of students varies based on the program's current census. Forty-six students have been served to date (10 during this report session). Activities are designed to be age specific and individualized according to the student's skill and developmental level. The APE Teacher assesses and writes evaluations on all students served in the STAP.

Dance Festival



In addition to the school-age students, APE served 47 adults through its Lifetime Sports and Fitness Program (LSFP). The program focus is on health and wellness, and the benefits gained from long-term participation in lifetime activities. Students enrolled in the program participated in health and wellness activities, outdoor games, adapted games, interpretive dance (Frostiball theme), adapted football, basketball and sensory motor activities. Staff completed 188 Quarterly Reviews and 47 Annual Reviews on adults enrolled in the LSFP this report period.

Ten athletes from CWC participated in the Wisconsin Special Olympics program through APE. Following numerous practice sessions, athletes competed at the area and district level in ramp bowling. Participation in Special Olympics enabled these athletes to feel the thrill of being a special Olympian, meet new friends and be involved in a well-organized event, which included parent involvement, individual competition and awards. This report period marked the thirty-seventh year of APE's involvement in Wisconsin Special Olympics.

Adapted Physical Education is a practicum site for students from the University of Wisconsin-Madison pursuing a degree in Physical Education. One student completed her practicum experience in APE at CWC this report period.

The APE program provides program overviews for tour groups and Occupational and Physical Therapy Interns. The program hosts children for "Take your Child to Work Day," offering activities and information regarding the field of APE. The program hosts large events, i.e., dance festivals each year and assists the Therapeutic Recreation Department in Center-wide Special Event activities.

Adult Vocational Therapy Services

PROGRAM HIGHLIGHTS

Central Wisconsin Center (CWC) has an established Adult Vocational Therapy Program comprised of nine staff members with the purpose of providing work-oriented learning experiences for individuals who live at CWC. During this report period, there were three part-time Vocational Therapists and six Therapy Assistants.

The program focuses on individuals who are 21-years of age or older. Upon team request, the program will also serve individuals who are school aged. Participants are referred through the team process. Once a referral is made, the individual is assessed using the CWC Vocational Assessment, and if appropriate, placed in one of the two work sites.

CWC is certified and licensed by both the U.S. Department of Labor and the Wisconsin Department of Workforce Development. These licenses are renewed on an annual basis and allow participants of the program to receive special minimum wages for all work completed. There are over 35 different jobs for the participants to complete, according to their ability and interest.

Approximately 50 individuals who receive long-term care at CWC participate in this program. During the past year, long-term care participants in the program made a combined total of \$3,937. The program also served 29 people from the Short-Term Assessment Program (STAP). Participants in the short-term programs (STAP and Development Evaluation Clinic [DEC]) were provided 1,526 hours of vocational training and work support. The STAP participants in this program earned a combined total of \$709.

During the past year, 36 people have been referred through the team process to have an initial Vocational Functional Skill Assessment completed. Of this number, 25 were participants served in the short-term programs and 11 were participants served in the long-term programs.



Making Fire Helpers



Learning to Use Paper Cutter

Building 6 Vocational Site

The Building 6 site serves people residing in Stevens Hall (Building 1), Scheerenberger Hall (Building 2), Arthur Hall (Building 4), Gee Hall (Building 5) and O'Donnel Hall (Building 7). The emphasis in this site is for individuals who have work production skills. Most participants work on a 1:2 staff to participant ratio. Jobs in this work site include: target pin production, recycling of copper in anti-lock brake parts for a Janesville company, assembly of drapery parts for a local business, recycle of CWC office paper and CWC confidential shredding, delivery of linen napkins to buildings for the CWC Laundry Department, 3-hole punch of paper for CWC Copy Room, cutting paper for scratch pads and other pads for CWC use, recycle of aluminum cans from CWC break rooms, CWC newspaper recycle (e.g., newspaper cut / shred / stuff / packaging Fire Helpers), cardboard shred for Jungle Moss for a local recycling company, breaking down cardboard boxes for a local vendor, newspaper shred for Madison Water Utilities, collating menus for CWC Food Service, clerical work for UW-Systems Science Professionals, vegetable planting and harvesting for CWC staff to purchase, cutting labels for diaper / clothing protectors / bibs for the CWC Sewing Room and other clerical jobs for various departments at CWC. The staff in this program provided individualized programs for each participant, based on needs and work skills. Some jobs are completed using assistive technology devices to assist people in independent job performance. Participants are paid for all work completed based on a special minimum wage.

Murphy Hall Vocational Site

The Murphy Hall (MH) site has two components. The first component serves people who reside in Murphy Hall, Scheerenberger Hall, Alyward Hall (Building 3) and Arthur Hall. The emphasis for this site is for individuals who have emerging work skills and who require a calm atmosphere and 1:1 training opportunities. Jobs in this work site include: recycle of CWC office paper and CWC confidential shredding, folding of linen napkins for the CWC Laundry Department, cutting paper for scratch pads and other pads for CWC use, CWC newspaper recycle (e.g., newspaper cut / shred / stuff / packaging Fire Helpers), and newspaper shred for Madison Water Utilities. The site also serves as a pre-vocational site for people who are referred and require a training and assessment period. The MH site provides focus on jobs that require assistive technology (e.g., use of a switch, to complete a job). Some of the participants in this site are able to complete tasks manually. This site does not emphasize production for all individuals, but it serves as a pre-vocational work site with people who have emerging work skills. Participants in the Vocational Programs are paid for all work completed based on a special minimum wage.

The second component of this program is to serve as an assessment and work site for people in short-term care programs. This program provides the participants jobs that not only challenge their work skills, but also prepares them for vocational settings in their home county. Jobs in this work site include: sorting and recycling of copper in anti-lock brake parts for a Janesville company, recycle of CWC office paper and CWC confidential shredding, folding and delivery of linen napkins to buildings for the CWC Laundry Department, cutting paper for scratch pads and other pads for CWC use, CWC newspaper recycle (e.g., newspaper cut / shred / stuff / packaging Fire Helpers), newspaper shred for Madison Water Utilities, collating items for various CWC departments, clerical work for UW-Systems Science Professionals, product preparation for CWC Laundry Services and Sewing Room, CWC clerical work including sorting, labeling, collating, paper punching, paper folding, stapling and other clerical tasks. When appropriate, participants work in various departments at CWC with a Resident Care Technician (RCT) who serves as a job coach (e.g., Food Service, Staff Training, etc.). The experience assists the clients to practice skills in writing a résumé, interviewing, social behavior and building rapport with coworkers and supervisors and other work skills, such as punctuality and completing time sheets in a real life job setting.

New Initiatives

Attainment Workstation

During the past year, the Murphy Hall work site was able to purchase a new computer workstation for clients to use, primarily from the STAP program. Participants who use this computer workstation are able to select programs to assess and train participants in various situations, including: community settings, activities of daily living, social skills, time, money, work skills and a wide variety of leisure programs including coloring / painting, puzzles, story telling and simple games. This workstation provides the participant opportunities to use either the mouse or a touch screen. This is a favorite activity for the participants and teaches them necessary computer skills to use when placed in community work settings.

The Murphy Hall work site continues to use additional attainment programs on a CWC computer for appropriate individuals who are receiving assessment and work programs as part of a short-term admission. Two computer programs have been purchased and have been a successful tool in this program. The first program purchased teaches work skills as they relate to computers. The second program is a training tool for money usage skills. Clients are able to complete simple data entry tasks to prepare them for community work placement. These programs teach the participants basic computer skills, such as mouse and keyboard use, and also teach data entry techniques and other basic computer skills.

Cardinal School / Education Services

PROGRAM HIGHLIGHTS

Special Education Services are provided for students from 3 to 21 years of age. Each student is enrolled in the school program that provides the least restrictive educational environment as determined by the individual's Juvenile Medical Status (JMS) code. The JMS codes range from a time and distance-restricted setting within Cardinal School, located on the Central Wisconsin Center (CWC) campus (most restrictive), to a full-day school program within the Madison Metropolitan School District (MMSD) (least restrictive).

During the 2005-2006 school year, two students attended high school in the MMSD. The MMSD curriculum emphasizes four domains: domestic, community, recreation / leisure and vocational training. Students also receive services from Speech and Physical and Occupational Therapy.

The student's Individual Education Program (IEP) determines the frequency and duration of these services.

Cardinal School staff consists of five Teachers, an Adapted Physical Education Teacher (job shared), two Teaching Assistants and one Education Director. All staff members are licensed by the Wisconsin Department of Public Instruction. The sensory-based education program provides students with a variety of classroom-based instructional opportunities structured around each student's IEP. When medically approved, students participate in weekly off-grounds community integration activities, including visits to local stores, businesses, parks, the university campus and outlying areas.



*Josh Graduates from
Cardinal School*



One Cardinal School Teacher provides educational programming for school-age students who are admitted to the Short-Term Care Unit (STCU) and Development Evaluation Clinic (DEC). Several students were officially enrolled in the program and attended school in the STCU classroom. Over fifty students were provided with evaluation services or attended school on visitor status.

Educational assessment is provided for students admitted to the Short-Term Assessment Program (STAP) which opened in January 2003 at CWC. One Teacher provides students in the program with assessment and educational services during their stays, which vary in length.

Communication Development

PROGRAM HIGHLIGHTS

The Communication Development Department's fundamental goal is to stimulate development of communication skills in all clients served at Central Wisconsin Center (CWC). This includes expansion of language comprehension skills and the development of language used for self-expression. Speech-Language Pathologists (SLP) are responsible for teaching personalized systems of expressive language that meet the individual's needs, including object communication systems, picture boards,



Communication Development Staff

electronic communication devices and sign language. Individuals are taught strategies for gaining a person's attention, greeting, requesting, indicating preferences, making choices, commenting, responding and taking turns. Individuals who are verbal are taught new vocabulary, appropriate pronoun use, how to combine words into phrases and sentences, sequencing skills, social communication skills and strategies to increase speech intelligibility. The Communication Department provides screening, assessment, consultation and therapy to all CWC clients in need of services. Training is provided to both CWC staff and community agency personnel regarding an individual's communication program. The Communication Department provides supervision to second-year University of Wisconsin (UW)-Madison graduate students. The semester-long practicum experience trains students how to work with people who have developmental disabilities.

Evaluation and Therapy

During FY06, four SLPs provided 959 hours of individual therapy, 58 hours of group therapy and 1137 hours of both individual and group therapy sessions. Staff screened 74 individuals and evaluated 11 individuals who live at CWC. Ninety-one DEC, STCU and STAP community clients were evaluated and programs were designed to meet their communication needs. Parents and community providers were trained to carry out recommended communication programs. A consulting Audiologist, affiliated with the Waisman Center, performed 231 hearing evaluations. A total of 3,016 hours of direct services were provided this year.



Learning to Use Switches

Training

Speech-Language Pathologists provided 40 hours of formal inservice training regarding communication methods to CWC staff. Staff also provided 108 hours of training and consultation to parents, teachers and community providers. Eight hundred and nineteen hours of supervision were provided to five UW-Madison students.

Dental Clinic

PROGRAM HIGHLIGHTS

The Dental Clinic is staffed with a full-time Dentist, a full-time Dental Licensed Practical Nurse (LPN) and a full-time Dental Assistant. The Dental Clinic provides dental care and treatment to all individuals living at Central Wisconsin Center (CWC). Treatments include exams, cleaning and prophylaxis, x-rays, restorations, root canal therapy and extractions. In an effort to promote good oral health, the Dental Clinic schedules visits on a six-month basis.

To assist in reducing the stress of a dental visit, unit staff completes an assessment form prior to appointments. The Dental Staff implements suggestions to increase relaxation. Some suggestions include favorite music, massage and facial desensitization.

Upon request, dental services are also provided to individuals at CWC for short-term admissions. There were approximately 125 appointments for short-term clients during the year.

Employee Health

PROGRAM HIGHLIGHTS

The Employee Health Program promotes and maintains the health of Central Wisconsin Center (CWC) employees through health promotion programs, disease prevention and injury rehabilitation. Programs mandated by state and federal regulations are provided, including pre-employment screening, immunization programs and tuberculosis screening. The Employee Health Nurse also provides annual TB skin tests to approximately 800 employees and hepatitis AB vaccinations to approximately 200 employees. Blood pressure and cholesterol screenings are done periodically. Annual flu vaccines are offered with over 260 employees participating.

The Employee Health Nurse also functions as a consultant to physicians, supervisors, nurses, employees and the Staff Training Department. The Employee Health Nurse participates in the Employee Assistance Program (EAP) as a lead coordinator and is a Cardiopulmonary Resuscitation (CPR) / First Aid Instructor Trainer.

An emergency response form is distributed to all staff on an annual basis. The form identifies both pertinent health information and emergency contacts, and is a resource when staff is injured or ill at work. This information and other health records are maintained by Employee Health to meet the legal requirements and strictly protect confidentiality.

Fitness and wellness programs continue to be emphasized for staff participation and general knowledge. Staff wellness activities include a health and fitness newsletter titled, "*A Healthy You*". The newsletter is distributed monthly in the Daily Administration Bulletin (DAB) and posted on the Intranet. It is a joint collaboration between Employee Health and Rehabilitation Services.

Beginning in 2006, wellness information has also been distributed to most break rooms in the form of Wellness Baskets. Information includes a wide variety of subjects (i.e., physical health, addictions, being a good parent and stress relief) and is frequently updated with additional information.

On May 24, CWC held its third biennial Health Fair. The fair is held every two years in May to recognize National Employee Health and Fitness Month. The idea originated with the Wellness Committee. They wanted to find a way to promote and maintain healthy life choices to the staff. Approximately 200 staff members attended. Vendors and expert staff set up booths to share information and answer questions. Staff was able to learn everything from healthy eating, sleep disorders to retirement / wise financial choices.

Other Wellness activities for the fiscal year included:

- A session on "Eating Well" was held on six consecutive Wednesdays. It was held at 1000 and 1200 to accommodate staff schedules. Some classes were attended by over twenty-five employees.
- Preparation for the 2005 American Heart Association (AHA) CPR Guidelines included train the trainer sessions for the training site faculty and then two training sessions for the CPR Instructors. Preparation also included purchase of new instructor textbooks, student textbooks and DVDs. New manikins were also purchased to meet the new guidelines.
- CPR classes include Healthcare Provider beginner and renewal classes, Heartsaver Automated External Defibrillator (AED) beginner and renewal classes, and First Aid beginner and renewal classes. A total of 210 people attended classes.
- Tobacco Free Initiative was instituted on October 3, 2005. Information on smoking cessation was made available to staff including a learning lunch. Hard candies were distributed to all units on October 3.

- Employee Health Nurse attended a meeting on Avian Influenza in preparation for contingency planning.
- The first annual “Potlatch” was held in December. A Potlatch is a Native American tradition where people donate their used items. It’s similar to a swap meet but everything is free.
- Heimlich maneuver was taught to staff children in “Take Your Child to Work Day” in April.
- Several learning lunches were taught throughout the year on varied topics such as Polio Vaccine, How to Purchase Computers, Everything You Wanted to Know about Vitamins, and How to Make a No-Sew Blanket.

Employee Health Fair



Environmental Services

PROGRAM HIGHLIGHTS

Laundry Department

The Central Wisconsin Center's (CWC) in-house laundry processed 3,486,845 pounds of soiled linen. Ten new laundry carts were purchased at a cost of \$14,289. This replaces all the linen and diaper carts which were over 35 years old.

Housekeeping / Transportation Department

The Housekeeping and Transportation Department picked up and transported 271 tons of trash generated. Cost for trash pick up is \$32.25 per ton. The cost of each 33-yard compactor pick up and delivery to the Waste Management landfill site was \$91, with an additional cost of \$.01625 per pound to landfill the contents of each compactor load. CWC leases a 40-yard trash compactor from Waste Management at a yearly cost of \$2,400. CWC recycled 21 tons of steel to Samuel's Recycling Company, and fourteen tons of recyclable paper, tin, glass and plastic went to Waste Management. This was the first year that Waste Management recorded recyclables for each institution in the State of Wisconsin. CWC is charged \$91 each time the commingled recyclables container is picked up and taken to the recycling center.

CWC was also responsible for generating and managing 2,684 pounds of infectious waste which was incinerated by Madison Energy Recovery Inc. Cost to incinerate infectious waste was \$2 per pound.

The Housekeeping Department was reduced by 12 positions.

Sewing Department

The CWC Sewing Department, staffed by 4.5 Seamstresses, made 1,702 large diapers in 261 hours, discarding 1,487; created 2,639 medium diapers in 533:30 hours, discarding 1,162; produced 2,029 clothing protectors in 141 hours, discarding 380; and manufactured 1,799 bed pads in 199 hours, discarding 1,452. This department used 3,765 hours for mending 13,929 large diapers, 10,376 medium diapers, 6,120 clothing protectors, 1,327 personal clothing, 203 bed sheets, 1,239 laundry bags, 368 baby blankets, 25 thermal blankets and 156 bath blankets. The Sewing Department used 297 hours in fabricating and heat sealing personal nametags and 1,224 hours on work orders with 102 hours spent on machine maintenance. The Sewing Department's total cost for supplies was \$13,957. The department discarded 90 thermal blankets, 562 bath blankets, 535 towels, 450 waterproof bed pads, 626 regular bed pads, 142 sheets, 56 pillowcases, 62 white laundry bags, 138 blue laundry bags and 170 yellow laundry bags.

Facility Services

PROGRAM HIGHLIGHTS

The Facility Services Department maintains 632,900 square feet of buildings at Central Wisconsin Center (CWC). This includes the buildings as well as the mechanical equipment that provide services for the facility residents and staff.

Projects and initiatives included:

- Murphy Hall auditorium remodeling
- Building 1 roof replacement
- Three elevator replacement projects

- Sidewalk repair and replacement project
- Six-Year Plan Capitol Project Development
- Staff / Nurse call system installation
- Connection of CWC to Mendota Mental Health Institute (MMHI) power plant chilled water system
- Building 5 condensate piping repair
- Building 5 patio upgrade
- Ceiling replacement in three training rooms
- Murphy Hall pool replacement
- Building electrical upgrade for bedrooms
- Tunnel waterproofing project
- Administration building lobby remodel
- Arranging contracting for the service of the CWC's elevators

Facility Services staff continues to receive safety training at CWC and through contracted seminars, as well as career-related training and education. The communication and coordination of projects and issues between Facility Services and the other departments has continued to improve.

Food Service

PROGRAM HIGHLIGHTS

The Food Service Department is committed to provide optimal nutrition and hydration to the individuals living at Central Wisconsin Center (CWC) through flavorful and appetizing meals that accommodate food preferences, formula and / or supplements. The work involved in improving the clients' diets is an ongoing process, and the Menu Committee has been diligent in creating new recipes and improving some of the old recipes. Monthly birthday cakes are sent to each building to celebrate all the birthdays of the month.

The Department is staffed with 51.35 positions, including Cooks, Food Service Assistants, Dietitians, Dietetic Technicians and Supervisors. The clinical staff, consisting of Dietitians and Dietetic Technicians, assesses each individual's nutritional status, recommend diet changes, and create the data that is used for the production and service of all meals and snacks. The Dietitians have also been involved in a project to convert as many clients on tube feeding to a closed enteral feeding system. The closed enteral feeding system helps to reduce the potential illness from pouring formulas in Rubbermaid bottles and reusing these bottles, and to reduce the time nursing staff spend to pour formulas in these bottles.



Food Service operates seven days per week from 0445 to 1930. A total of 358,400 meals including 13,000 bag lunches and thousands of snacks of 50 different varieties were served. The total food cost for the year was \$550,000.00.



Forward Focus Quality Improvement Program

PROGRAM HIGHLIGHTS

On June 15, Dr. Ted Bunck, Center Director, represented Central Wisconsin Center (CWC) at the Wisconsin Forward Awards (WFA) Recipients reception held at the Executive Residence in Maple Bluff. The reception was held to recognize the achievements of over 70 outstanding Wisconsin companies and organizations and their leaders. All of the WFA winners from 1998 through 2005 attended.

The Secretary of Workforce Development was very pleased to learn that CWC was



Director Ted Bunck and Secretary Roberta Gassman at the Executive Residence WFA recognition

one of only two State agencies to achieve such an advanced level of recognition. She indicated that such an accomplishment should serve as an example for others to follow.



Ted Bunck and Lt. Governor Barbara Lawton

Dr. Bunck reminded everyone at CWC that recognition like this reflects positively on the dedicated work of over 900 employees and the outstanding accomplishments of CWC's employees every day of the year.

Central Wisconsin Center received the Mastery Wisconsin Forward Award recognition in 2004. This is an advanced level for organizations which show through their skillful practice of performance management principles, significant progress in expanding their capabilities through improved processes of all kinds. Their achievements are demonstrated by results, are

clearly linked to quality and performance management systems, and are directly attributable to a systemic, well-deployed approach.



Center-wide Evaluation Team Meeting on March 31, 2006

Foster Grandparent Program

PROGRAM HIGHLIGHTS



The Foster Grandparent Program (FGP) provides clients one-to-one attention from seniors in the community. People ages 60 and over who are of limited income can volunteer to work with the people who live at Central Wisconsin Center (CWC). The program benefits both the Foster Grandparent and the individual by helping build a caring relationship for each.

Foster Grandparents provide 15-20 hours

of volunteer service each week. The grandparents provide one-to-one attention for two to four individuals each day. Activities include working on individual goals, going for walks, socializing and reading. Other activities include spending time outdoors, going to music events, gardening, spiritual services, off-ground activities, special events around CWC, and most importantly individualized one-to-one attention. Over the past year approximately 24 grandparents have provided 30,000 hours of service.

The Foster Grandparents participate in four hours of in-service training each month to improve the quality of interactions with foster grandchildren or for their own personal knowledge and welfare. Foster Grandparents participate in the Annual Review process by attending the review or talking with the coordinator before and after to share their thoughts. This participation enables the grandparent to learn how to best serve their foster grandchildren and to share their knowledge of the individual.

Infection Control Activities

PROGRAM HIGHLIGHTS

The Infection Control (IC) Committee establishes guidelines to minimize the transmission of infections and communicable diseases and to control acquired infections. The IC Committee is comprised of representatives from Medical staff, Nursing staff, Food Service, Laundry / Housekeeping, Pharmacy, Administration, Clinical Lab, Staff Training and Development, Employee Health Service, Wisconsin State Employees Union (WSEU) and the IC Nurse Specialist. The IC Nurse reports monthly to the IC Committee the incidences of positive cultures and any other pertinent data regarding infection control.

The IC Committee meets monthly and reviews and revises infection control policies at least biannually. Policies reviewed include:

- Immunizations and vaccinations
- Childhood immunization schedule
- Recommended adult immunization schedule
- *Clostridium Difficile*

Pest control activities continue to be undertaken by Environmental Services, including spraying and the placement of “mosquito magnets” on Central Wisconsin Center (CWC) grounds.

The increased incidence of antibiotic resistant bacteria continues to be a concern for CWC. CWC continues to treat individuals with antibiotic resistant organisms in accordance with State of Wisconsin Division of Public Health. Currently, there are thirteen people who have been identified with antibiotic resistant organisms and are routinely evaluated. Contact precautions continue to be implemented to minimize the further spread of the bacteria.

During the months of May and June 2006, CWC had an increase incidence of gastro-intestinal infections. The infections occurred in seven out of eight buildings. The IC Nurse has been working closely with Housekeeping staff, Medical staff, Resident Living and other disciplines in an attempt to decrease the spread of this infection. The IC Nurse, with input from Medical staff and the Director of Nursing, designed an algorithm to show the steps to take when there are multiple individuals in the same building who are displaying the same symptoms.

Infection control education is provided for CWC direct care staff through building visits and reminders in the Daily Administrative Bulletin (DAB).

Infection control surveillance activities were conducted in each building with feedback provided to improve infection control and safe work practices. Initial and follow-up visits have been conducted in each building to ensure regulatory compliance. These surveys continue to be done in conjunction with the Risk Management Specialist. The IC Nurse collects nursing acuity data and audits annual nursing documentation to ensure quality improvement and compliance with state and federal regulations.

The IC Nurse continues to function as the nurse liaison between off-grounds facilities and CWC. The IC Nurse has provided consultation and training as needed or requested. The IC Nurse conducted in-depth surveys at Successful Work Options (SWO) and FOCUSCORP regarding infection control and safe work practices.

The IC Nurse continues to attend the quarterly meetings of the local Association for Professionals in Infection Control and Epidemiology (APIC). In May 2005, the IC Nurse attended a two day conference which contained information on many infection control issues, including construction and hand hygiene. In addition, the IC Nurse attended the week-long International APIC conference in Tampa, Florida. Many areas of content were covered, including the Centers for Disease Control and Prevention (CDC) outbreak investigations, disinfection and sterilization, and Avian influenza.

Medical waste continues to be monitored closely. The concerted effort with the Housekeeping Services Supervisor continues to maintain CWC's monthly average infectious waste at a low level. This past year the average was 39 pounds per month, which has been below the goal of less than 50 pounds.

The IC Nurse provides ongoing consultation to CWC staff and community agencies, monitors water quality and safe practices regarding exposures with potential for health risk. Educational programs are also provided which focus on prevention and follow-up of communicable disease affecting direct care staff and individuals who live at CWC.

Information Services

PROGRAM HIGHLIGHTS

The Information Services (IS) Department provides technology-based services in support of operations at Central Wisconsin Center (CWC). Information Services Staff manages technology-based resources, provides technical support and training to users of computer-based information systems at CWC, and promotes the use of technology to streamline business processes. CWC's local area network of computers connects directly to the Department of Health and Family Services (DHFS), all DHFS institutions, other state agencies and the Internet.

The IS Department also operates and maintains a Mitel PBX telecommunications system for CWC. Additional technical support is provided for pagers, cell phones and radio communications.

The IS Department is located at the Lakeside Building on the grounds of Mendota Mental Health Institute (MMHI). Four full-time Information Services staff provides support to over 750 computer users and approximately 500 computer workstations 24 / 7.

Highlights of Information Services Operations

Telecommunications

CWC now hosts a new transmission tower to boost cell phone signals into the tunnels and buildings to provide for better mobile communications throughout CWC. A recent upgrade to the Call Accounting software has been useful in monitoring and tracking phone usage and generally providing better management of telecommunications.

Network Infrastructure

The CWC network is expanding to provide new employees and residents better access to information services. The expanded network will also host systems for monitoring and managing air handling systems in each building.

Hardware

New Personal Digital Assistants (PDA) have recently replaced all older models used at CWC. The new models are needed to keep pace with advances in technology and provide additional functionality lacking in older models.

Information Services staff recently finished a printer assessment and reduction plan for CWC. The outcome was a reduction in excess and unneeded network printing devices, along with some redistribution of printers to reduce costs and add efficiency.

This year, two color photocopiers have been added to the network to replace older network color printers. These new photocopiers produce color copies at a lower cost and at a faster rate than network color printers.

Internet / Intranet Development

Information Services has begun the process of upgrading the CWC Intranet site. The plan is to upgrade the hardware and software to support a more dynamic and interactive site, and design a more user-friendly interface to facilitate access to web-based information resources.

Large Applications

Major software projects are underway spearheaded by the Division of Disabilities and Elder Services (DDES) within DHFS that will affect CWC. Scheduling and timekeeping arrives late in the year or early next year. This program will replace printed timesheets with card readers and quickly generate work schedules.

An upgrade to the Patient Planning System (PPS) software is near the final stages of testing. The new Patient Planning System Enterprise Edition (PPSEE) system, used to track resident goals and objectives in support of active treatment at CWC, will provide better performance and stability than the previous system.

Recent upgrades to the Pharmacy software and hardware now allow for Medicare Part D billing.

Small Applications

Information Services developed a number of small applications this past year, including a new Daily Assignment database for Charge Nurses and Administrators. Under development are database systems for the Daily Living Plan, Fire and Safety Emergency tracking system and Nursing Treatment Administration Records.

Recent upgrades have also been made to the Physical, Occupational and Respiratory Therapies database, and the TRIPS database used to track resident outings. Upgrades are also planned for the Key Systems database for strategic planning at CWC.

Audio-Visual Equipment

Murphy Hall auditorium now hosts a complete computer-based audio / visual (AV) system similar to Classroom 2 in the Administration Building (AB). After some renovations, Murphy Commons will also be upgraded with new AV equipment in the near future.

CWC collaborated with Mendota Mental Health Institute (MMHI) to acquire and purchase technology to produce rich media distributed via the Internet. Mediasite® hardware and software produces high quality training and education presentations for distribution over the Internet and Intranet.

Video conference equipment purchased and installed in Classroom 2 in the Administration Building can connect to other systems for collaborative and educational exchanges. This system allows for direct audio and visual interactions between CWC staff and other caregivers at distant locations across Wisconsin and around the world.

Medical Services

PROGRAM HIGHLIGHTS

The Medical Services Department of Central Wisconsin Center (CWC) includes all Physicians, as well as X-ray, Medical Laboratory, Medical Records, Dentistry, EEG / EKG / Bone Densitometry, Medical Transcription and Administrative Support Services. In addition, Medical Services has administrative oversight of Pharmacy and Rehabilitation Services.

State-of-the-art health care services for people living at CWC are provided by an integrated delivery system comprised of CWC Medical Staff and University of Wisconsin (UW) Medical Specialists. CWC medical staff includes four Primary Care Physicians, two Psychiatrists and two Rehabilitation Medicine Physicians, all with joint CWC and UW Medical School appointments. In addition, three Limited-Term Employee (LTE) Physicians have been hired to provide as-needed physician coverage services. CWC medical staff make building “rounds” daily and there is on-call physician availability at all times. People with psychiatric disorders have their behavior treatment program and psychotropic medications reviewed by a Psychiatrist at least quarterly. Comprehensive medical and psychiatric services are provided to individuals admitted to the Short-Term Assessment Program (STAP) and the Short-Term Care Unit (STCU). The STCU serves individuals from the community for short-term evaluations as well as people who live at CWC who require more intensive medical services such as continuous oxygen for respiratory ailments or fluid therapy for mild dehydration. On-site specialty clinics continue to be held at CWC for Orthopedics, Neurology, Gynecology, Pulmonary Medicine, Rehabilitation Medicine, Podiatry and Optometry. In addition, approximately 50 outpatient clinic visits per month were conducted off-site through the UW Health System. A contractual relationship continues between CWC and the University Affiliated Program (UAP) / Waisman Center to provide Audiology and Gynecology services to people who live at CWC.

When people living at CWC require hospital services or emergency care, UW Hospital typically serves as the referral center. By contract with UW Rehabilitation Medicine, hospitalized individuals are followed clinically by a Nurse Practitioner (in addition to the primary medical team at the hospital), which enhances coordination of care between CWC and the UW Hospital System. Sixty-three individuals were hospitalized at UW Hospital over the past year (July 1, 2005 through June 30, 2006).

CWC is an affiliated practice site for UW Rehabilitation Medicine Post-Graduate Residents. The clinical rotation involves the resident spending a 3-month block of time on the Short-Term Care Unit (STCU), where they are supervised by CWC and UW Rehabilitation Medicine staff. The

residents are directly involved with Development Evaluation Center (DEC) admissions, in addition to the other short-term admissions to STCU. Planning is also in progress to create a developmental disability (DD) Psychiatry rotation on the Short-Term Assessment Program (STAP).



Medical Services Staff

CWC medical staff continues to collaborate with community providers to address health care disparities experienced by people in Wisconsin with DD. During May, several CWC medical staff participated in the Northeast Wisconsin Regional Planning Conference for Health Disparities in Appleton, Wisconsin. CWC medical staff is frequently consulted by community providers and agencies throughout the state to assist in coordinating appropriate outpatient health care services. During the past year, CWC medical staff have presented at a number of seminars and conferences throughout the state, lecturing on various topics in the area of DD. For example, Dr. Adkins presented at a conference hosted by the Marshfield Clinic, speaking on the topic of Genetics (May 2006). Dr. Marcus continued with his teaching activities at the UW Medical School, where he teaches the Psychiatry course to first-year medical students. Planning has been in the works for initiating a didactic teaching course for the third-year medical students, and Dr. Marcus just recently initiated weekly didactic teaching sessions (July 2006). CWC medical staff has participated on the Centers for Medicare & Medicaid Services (CMS) technical panel on quality indicators for health care for people with disabilities.

CWC serves as a teaching site for Wisconsin health care providers to increase their competency in working with people with complex disabilities. CWC Medical Services staff participates in research projects with the UW Medical School. Participation has included retrospective studies of the effectiveness of new seizure medications, relationship between cerebral palsy and swallowing disorders, assessment of the gynecological needs of women with DD, a review of morbidity and mortality of surgical procedures for people living at CWC, rhinovirus infections in patients with tracheostomies and regulatory issues for people with DD in Intermediate Care Facility for People with Mental Retardation (ICF-MR). An article on osteoporosis was published in *Osteoporosis International* in 2005, and Dr. Glick recently learned of publication acceptance for an article on self-injurious behavior in Lesch-Nyhan Disease to be published in *Journal of Inherited Metabolic Disease*.

Over the past year, training has been presented to doctors, nurses and direct care staff. Subjects have included neurological disorders, psychiatric disorders and psychotropic medications, pain management, and medical and nursing needs of people with DD. A Developmental Disabilities (DD) Medicine Fellowship began July 1, 2004, jointly sponsored by CWC and UW Department of Orthopedics and Rehabilitation Medicine.

Medical staff are frequently consulted by community providers regarding specific aspects of health care for people with severe developmental encephalopathy. In addition to evaluation and treatment services, STCU at CWC is utilized for post-operative rehabilitation before returning to CWC buildings or to other community locations.

Medical emergency drills are routinely performed on all buildings for each shift with assessment of competency. Medical emergency drills are reviewed by the Emergency Care Committee and all acute medical emergencies are reviewed monthly. The Emergency Care Committee consists of the Medical Director, the Director of Nursing, a Staff Training Representative, a Quality Improvement Coordinator and a Unit Director.

The Nutritional Management Advisory Committee meets every six months to review CWC policy on dysphagia, feeding techniques, nutrition and therapy services. Committee members include Occupational Therapy, Medicine, Nursing, Dietary, Rehabilitation Medicine and Gastroenterology. The Committee reviews eating assistance techniques and all new enteral tubes. In addition, the committee serves as an educational resource for CWC staff.

The CWC Medical Ethics Committee meets every six months to review policies on end-of-life decision-making, behavior treatment techniques, consent issues and specific cases referred to the committee. Members include the Medical Director, Director of Nursing, Clergy, a Qualified Mental Retardation Professional (QMRP), legal representation, guardian / family members, and a Client Rights Specialist (CRS). A relationship with Hospice Care has been established to assist with end-of-life care. All new Do Not Resuscitate (DNR) requests are renewed by the committee prior to implementation.

The Medical Audit Team continues to audit the medical records of individuals focusing this year on assessment of physician progress notes. Recently completed medical audits have included cancer screening and gastrostomy tube placement (both completed in Spring 2006).

Staff changes have occurred over the past year. Dr. Page retired at the end of 2005, and Dr. Marcus was hired as the new Medical Director. Dr. Marcus' new position overlapped Dr. Page's retirement by over two months, providing an opportunity for mentoring and succession planning. This facilitated a smooth transition in Medical Directors. Dr. Knuppel began employment as Staff Psychiatrist in December 2005. Dr. Gettings completed the DD Medicine Fellowship in Fall 2005, after which time she accepted full-time employment in Minnesota. Drs. Shaw, Page and Algier were hired as limited-term employees to provide clinical coverage during scheduled physician absences.

Music Therapy

PROGRAM HIGHLIGHTS

Three credentialed Music Therapists and Music Therapy Interns provided Music Therapy services at Central Wisconsin Center (CWC) to over 275 people each week. Services include individualized assessments, program planning and integration of Individual Program Plan (IPP) objectives in both goal directed and leisure music therapy sessions. The Music Therapy (MT) Department also provided support, consultation, and integrative programs to all buildings and

program areas including Therapeutic Recreation, Adult Education, Foster Grandparent Program, Occupational Therapy, Physical Therapy and Cardinal School as requested. Music Therapy Assessments with written recommendations are provided to the short-term programs upon request.



Percussion Instruments



Music Therapy Quartet

Live music was provided as requested for Center-wide special events, memorial services, holiday celebrations and the family picnic. Music Therapy continues to coordinate CWC-wide piano tunings.

The *Concert Prep* summer series was offered for six weeks, mirroring the Wisconsin Chamber Orchestra Concert on the Square program. Two sessions were offered per week of adapted musical experiences based upon classical music. Average attendance each week for the two sessions was over 75 participants. This program offers diverse music of different periods of history and cultures.

Intern Training

Five students each completed 1040 hours (six months, full-time) of intern training in MT at CWC. Schools represented included:

- University of Wisconsin-Oshkosh
- University of Kansas (2)
- Marylhurst University
- Alverno College

In addition to interviews at CWC, interns were also recruited and interviewed at both the national and regional music therapy conferences. The availability of housing on grounds continues to be a very important aspect in recruiting interns. Physical Therapy (PT) Interns visited several Music Therapy sessions. Occupational Therapy (OT) Interns assisted with the OT / MT groups.

Community Outreach

Music Therapists participated on the following community boards: Very Special Arts (VSA) Advisory Council, State of Wisconsin Department of Licensing and Regulation Creative Arts Therapies Advisory Committee and Wisconsin Creative Arts Therapy Coalition. Information was provided, including consultation on program design and content, identification of training needs, access to music therapy services and instrument recommendations. The Music Therapy Department records and monitors all community-based requests and outcomes. Several referrals were made to private practice Music Therapists in the Madison area.

Music Therapists serve the American Music Therapy Association in the following roles:

- Assembly of Delegates
- Great Lakes Regional Past President
- Great Lakes Regional Secretary
- Financial Advisory Committee
- Education and Clinical Training Advisory Board

University professors and music therapy students from the University of Iowa toured the MT program for a daylong program.

Japanese delegates, the *Women of Wings* from Chiba Prefecture in Japan, toured parts of CWC, including the MT program. These distinguished women are part of a cultural and educational exchange program between Wisconsin and Chiba. While they were in Madison, they meet with the Governor and toured retirement centers and cultural venues. Instruments were demonstrated and treatment techniques used at CWC were translated. Delegates observed MT sessions and received the CWC Music Therapy Assessment form that has been translated into Japanese.



Visitors from Japan Learning about Music Therapy

Training Provided

Tours of the Music Therapy Department were provided to both community-based staff and CWC staff. Additional tours have been provided to parents and guardians considering the Short-Term Assessment Program (STAP).

CWC Music Therapists hosted the January meeting of the Wisconsin Chapter for Music Therapy. The CWC therapists worked with the professional and student members of this state association on an agenda for the day that included a tour of the MT area, techniques and instruments developed at CWC, and the overall approach to therapy and programming utilized at CWC.

The Attic Angel Association requested a program to provide their members with an overview of Music Therapy. A CWC therapist and interns provided a 90 minute program with questions and answers.

New Program Initiatives

The Staff Band and Orchestra played for special occasions with 16 - 20 staff participating by playing violin, saxophone, flute, accordion, trumpet, trombone, keyboard, clarinet, marimba and percussion. Music Therapy coordinates the rehearsals, conducts, plays in the band, sets up and organizes the music.

The Music Therapists are working in partnership with West Music in Coralville, Iowa to help develop adapted spring mallets based on designs from CWC.

An ongoing innovative partnership with the Madison Symphony Orchestra called "Heartstrings" brought a string quartet to CWC three times. The repertoire played included familiar classical music for strings. The quartet members demonstrated various aspects of their instruments (high / low sounds, bowing techniques, etc.). Interactions were structured to provide participants with opportunities to touch and play various parts or sections of classical works along with the Hunt Quartet. Session planning was a collaborative venture between the CWC Music Therapists and the Madison Symphony Education Director.

Whitehorse Middle School Band provided a concert at CWC. The students in the band were introduced to several people who attend their concert. The students were also provided with career information on music therapy.

Nursing Services

PROGRAM HIGHLIGHTS

Nursing Services is comprised of the Director of Nursing, 1 Office Associate (OA), 6.8 Nursing Supervisor positions (Administrative Charge Office), Short-Term Care Unit (1 Office Operations Associate (OOA), 1.5 Resident Care Supervisors (RCS), 5.8 Registered Nurses (RN), 3.5 Licensed Practical Nurses (LPN), and 12.5 Float Resident Care Technicians (RCT)), 2 Central Supply Staff, 1 Area Assistant, 3 RCT Escorts, 12 Unit Nurse Clinician 3s (NC3), .8 Employee Health Nurse, 1 Infection Control / QI Specialist, 6.8 Staff Training positions (1 Nursing Supervisor, 4.9 Nursing Instructors and 1 OOA). Nursing Services is responsible for guiding the nursing care provided by 59.3 LPNs, 47.2 NCs and 365 RCTs (Certified Nursing Assistants [CNA]) at Central Wisconsin Center (CWC).

Staffing

Ten LPNs, ten NCs and one Nursing Supervisor were hired from July 1, 2005 - June 30, 2006. The Nursing Supervisor position was hired for the Administrative Charge Office to provide 24 / 7 nursing consultation CWC-wide and is a designee for the Director. For the past four years, it has been challenging to recruit and retain qualified nurse managers to fill the Nursing Supervisor / Charge Office positions. The Charge Office has all vacancies filled for the past year. Six limited-term nurses provided nursing coverage for vacancies or assisted in training activities for the CNA course. One limited-term LPN was hired to accompany residents with complex nursing care needs while on community outings.

Nursing recruitment continues to be a priority goal for Nursing Services. The shortage of qualified nurses remains a national trend and noted locally. As nurses retire from NC and LPN positions, it continues to be difficult to find qualified replacements. Registered Nurse (RN) vacancies ranged from 4 to 8 and LPN vacancies ranged from 8 to 14 over the year. Many recruitment efforts were applied: publishing advertisements routinely in the local newspapers; job announcements were sent to the vocational / technical schools in Wisconsin identifying job vacancies and clinical preceptorships available to interested student nurses; a CWC Nursing Instructor represented CWC at the Nursing Matters Job Fair in February 2006; and brochures and information related to state benefits and nursing jobs were designed and shared at various job fairs and nursing schools throughout the year. Additionally, the Internet website has been a recruitment tool for nurses seeking employment.

Over this past year, the Director of Nursing interviewed over 45 applicants for nursing positions which resulted in the hiring of 21 nurses (ten LPN, ten NC, and one Nursing Supervisor). Two

LPNs completed Associate Degree Nursing (ADN) programs and were promoted to NCs. Five NC3s were hired this year (three NC2s were promoted and two Nurses returned to CWC after previously working here). Sign-on bonuses were offered to NCs as incentives to defray health insurance costs or loan reimbursement. The sign-on bonuses helped recruit ten new nurses to state service.

During this report period, six Nurses (two LPNs, two NCs and two NC3s) retired with years of state service ranging from 16 to 37 years. The combined average was 28 years of state service for this group of experienced nurses. Nursing Services will miss this dedicated group of nurses who worked many years at CWC.

Nursing Students

The Director of Nursing, Training Director and one Nursing Instructor continue to function as Faculty Associates for the UW-Madison School of Nursing. Faculty Associates are required to provide at least 30 hours annually of teaching or services to support the work of the School of Nursing. Central Wisconsin Center continues to serve as a clinical site location for Certified Nursing Assistants (CNA), RN Students (Associate, Baccalaureate and Master prepared) and Graduate Nursing Students / Nurse Practitioner for five different nursing programs in Wisconsin. One NC3 attended the Preceptor Orientation Program sponsored by UW-Madison School of Nursing and participated as a Preceptor to a UW Senior Nursing Student.

The UW-Oshkosh School of Nursing-Accelerated Program and the UW-Madison School of Nursing continue to contract with CWC for clinical rotations for Senior Nursing Students. Three Senior Nursing Students (one in Fall, two in Spring semesters) from UW-Madison School of Nursing and one (Spring semester) from UW-Oshkosh Accelerated Program successfully completed clinical preceptorships with four NC3s. Student projects included: baclofen pump teaching guide, continuity of care at UW / CWC documentation and enteral feeding pump information.

The Director of Nursing continues to function as a member of the Madison Area Technical College (MATC) Nursing Advisory Board for LPN and ADN students. MATC has requested additional clinical site opportunities for upcoming ADN students for 2006-07.

CWC has been involved in a community partnership with Herzing College and will function as a clinical site for ADN students, beginning January 2007. Herzing College plans to merge technology expertise with the new nursing program to feature interactive courses and “hands on” clinical education. CWC will provide clinical opportunities for nursing students and instructor staff on the morning and evening shifts in three different buildings.



Career Progression – “Grow Your Own”

Union and management representatives identified career progression opportunities for employees interested in nursing careers. Guidelines were updated and identified a variety of options for RCTs, LPNs and RNs to further their professional education in nursing. The options included: RCT Advancement to LPN, LPN Stipend Program, RCT Advancement to RN, LPN Advancement to RN, LPN Advancement to RN Stipend Program and RN Advancement to BSN, MSN, Nurse Practitioner or Ph.D. Tuition reimbursement, salary adjustments and / or book loans are added benefits to eligible employees. Currently, there are no recipients of the new RN Stipend Program and one RCT is in the LPN Stipend Program.

LPN / RN Stipend Programs

The LPN / RN Stipend Programs continue to be offered as career ladders to a limited number of RCTs who meet eligibility requirements. Through the program, recipients are eligible for reimbursement of tuition, access to required books and salary while working part-time and attending an accredited nursing school. Application guidelines were developed and reviewed by the Stipend Selection Committee and Center Director. Many employees are on waiting lists and have not received notification of dates to start nursing school. The approach to "Grow Your Own" staff has been a positive recruitment / retention tool as noted with four RCTs completing the LPN Stipend Program. One LPN Stipend recipient also completed the ADN program and was promoted to NC this year.



Stipend Program Selection Committee

Nursing Practice Committee

This committee consists of nurse representatives from each building and meets on a monthly basis. The workgroup discusses best nursing practice issues, pharmacy changes and reviews / modifies nursing procedures and policies. These nurses also update knowledge of medical technology and conduct surveys regarding new equipment and product evaluations. The committee networked to design a tool for calculating flow rates, conducted a survey regarding clogged enteral tubes, expanded dual flow enteral feeding pumps, identified unit nursing routines, standardized supply locations, revised nursing policies and updated websites.

Nurse Clinician 3 Committee / Activities

The NC3 group meets monthly to discuss nursing issues, update knowledge / skills and problem-solve ways to improve nursing care. These nurse leaders network to explore ways of improving nursing documentation, review technological changes, discuss pharmacy changes, identify delegation / joint practice issues, update procedures and problem-solve complex nursing care concerns.

The NC3s actively participated in developing the Unit Orientation Checklist to help orient new staff to the health care needs of persons residing in the buildings. Competency testing continues to be provided by NC3s with staff in the areas of oxygen administration, discontinuing enteral feedings, tracheostomy cares, epi pen usage and other delegated nursing acts.



Teaching activities continue to be provided by NC3s in the areas of unit orientation, mock emergency drills, safety, first aid measures, medication administration, medication error monitoring, seizure charting, enteral feeding pumps, hydration / nutrition, injury / accident reporting, pain management, protective equipment, hand hygiene and principles of infection control. Nursing policies and procedures are continually reviewed and updated based on input from this committee. Pain management and skin care continue to be areas for continual assessment, monitoring and evaluation. Nurses continue to consult with staff regarding prompt reporting and follow-up on safety practices. Prevention strategies related to accidents and injuries are identified and implemented. Medication error reduction and problem-solving best practices continue to be areas of study. Content from the American Heart Association First Aid Course and Assertive Communication Course were presented at the monthly NC3 meetings.

Incident Review Committee

An eleven member interdisciplinary committee meets monthly to review incidents involving people who live at CWC. The committee reviews all critical, non-critical, unknown and near miss incidents, provide investigatory information and follow-up on prevention trends or patterns of injuries. The committee makes recommendations to unit teams and monitors outcomes to improve accident / injury rates. If needed, chart audits are conducted to track outcomes and to identify specific areas for improvement.

Monthly Risk Management Unit Team meetings are conducted to problem-solve and review injuries, patterns and prevention strategies. Data are reviewed to determine trends and if there is the need for additional training. Prevention strategies are emphasized with a focus on staff education.

Emergency Care Committee / Emergency Training

The Emergency Care Committee meets monthly to review CWC-wide emergency care issues. The committee members assist in coordinating emergency drills and providing feedback to prepare staff to respond to cardio / respiratory emergencies. Emergency drills continue to be coordinated and conducted in the buildings by Charge Nurses and NC3s. An emergency trainer cart has been available for staff to use during the simulated emergencies. Drill scores ranged from 16-20 points, with 20 points being the optimal score. The Charge Nurses provided ten 30-minute sessions to review emergency procedures and equipment usage for 62 evening and night staff. Feedback from staff has been positive regarding drill experiences and "hands on" use of emergency equipment.

All RNs, LPNs, Respiratory Therapists (RTs), and Physicians (MD) are cardiopulmonary resuscitation (CPR) certified by the American Heart Association (AHA) on an annual basis. CPR training now includes competency training on the use of the Automated External Defibrillators (AEDs) for all MD, RT, LPN, and RN staff. Emergency drills and workshops on respiratory care procedures are provided annually with competency-based skill evaluations. All buildings and select departments have access to an AED and emergency cart if needed. The American Heart Association has revised guidelines for 2006 and this content will be taught to staff beginning in July 2006. Four AHA First Aid Courses were taught with a total of 25 staff attending.

Fall Prevention Committee

The Fall Prevention Committee is comprised of staff representatives from Nursing, Physical Therapy (PT), Occupational Therapy (OT), Qualified Mental Retardation Professional (QMRP) and Staff Training. The committee developed a fall record data system and reviews fall data from Buildings 1, 2, 4 and 5. The fall data record identified specific information regarding the fall, location, reason and any injuries that may have occurred. Building teams review the data and obtain baseline information to problem-solve prevention strategies. These data help track injuries and provide information to team members to modify plans of care. Hip protectors continue to be used by select individuals with excellent results. Training on fall prevention,

including the Facing Forward approach, continues to be implemented in the Certified Aide Instructional Program for newly hired RCTs, General Orientation for all newly hired staff and annual training for all building staff. In addition, a new fall prevention videotape is being developed to educate staff regarding fall safety guidelines.

Special Events / Activities

1. **CWC Nurse's Day**

RN and LPN staff celebrated Nurse's Day on May 10, 2006 with an educational program and luncheon. Linda Allen, RN, Instructor from UW Milwaukee Medical College, Director of Epilepsy Program, presented "Everything You Need to Know About Seizures". New nursing textbooks were purchased as references for unit nurses. Door prizes and individual gifts were provided for nursing staff.



2. **Team Building / Effective Communication Series**

The Communication Series was offered four times over the year. The series included seven sessions lasting 1¼ hours with eleven participants per session. Content included: The Dynamic Team, The Assertive Option, Listening Skills, Beliefs and Attitudes, Personality Differences, Dealing With Change, Stress Management, and Giving and Receiving Feedback. Feedback regarding the course content and instructor was positive and the series will continue to be offered in 2006-07.

3. **Professional Development – Management and Treatment of Seizure Disorders**

Four educational offerings were provided to staff:

- a. Management of Diabetic Peripheral Neuropathic Pain: Cymbalta – 7/29/05
- b. Lyrica: Antiepileptic Drug – 3/23/06
- c. Seizures and Current Treatments – Linda Allen, CWC Nurse's Day – 5/10/06

4. **Safety in the Environment**

The CWC Director, Administrative Assistant and Director of Nursing developed a PowerPoint presentation for CWC staff, "Your Role in Promoting Safety in the Environment: Preventing Sexual Abuse." This training program ranged from 30-60 minutes and was presented to over 275 staff. A web cast presentation was also made for staff reference and shared with other professionals / community providers. Feedback has been positive, and the goal is to present this content to all newly hired and experienced staff over the next year.

5. **Quality Improvement Activities**

Throughout the year, special project teams have studied ways to recruit and retain nurses (flexible schedules), time study workloads, promote career ladder initiatives, reduce duplication of nursing documentation and audit charts for clinical information.

Nursing Services continuously monitors medication error statistics and accident / injuries; assists with quarterly active treatment / infection control surveys; studies strategies to improve nursing documentation; expands implementation of closed enteral feeding systems; provides nutrition monitoring and pain management; standardizes oxygen concentrator use; improves tracheostomy cares, improves communication through updating the format of the Daily Living Plans; standardizes cross shift report and

conducts audits regarding: Urinary Tract Infections, Pain Management and Osteoporosis / Prevention of Fractures.

Medication Errors

Medication errors are reviewed at the time of the error with the Unit Director or NC3, reviewed by the Director of Nursing and at the monthly Medication Error Committee meeting. Problem-solving approaches are discussed with each nurse involved. Error rates are benchmarked with other hospitals and nationally. The error rate continues to be significantly lower when compared to national and local statistics. Follow-up and prevention strategies are shared with Medical, Nursing and Pharmacy staff as appropriate. Medication observations / audits of nursing staff administration of medications continue as an improvement tool to ensure compliance with nursing standards of practice.

Enteral Feeding System

Dual flow pumps, portable pumps, and a variety of different brands of enteral feeding pumps have been piloted in the buildings with feedback from nursing staff. Specifications for enteral pumps to meet diverse needs were identified and piloted on specific units. Implementation of a closed, dual flow enteral feeding system was completed with persons residing in Building 3 and Murphy Hall. Central Supply staff and the NC3s from these buildings were instrumental in providing clinical expertise to plan and transition to the closed system. Consultation with Dietary Services, Stores, Medical Services and other Nurses continues as the dual flow system expands.



Pain Management

The pain assessment tool and data collection tool continue to be utilized to identify baseline assessments and collect data related to pain / comfort management effectiveness. Baseline information has been collected / reviewed at each individual's Annual Review and recorded on the tool. Pain assessment was added to the Incident Report form in the Nursing Assessment section. Data are collected related to acute and chronic pain episodes and filed in the new Pain Management section of the chart. Additional training on use of the data collection tools and learning opportunities regarding the topic of pain management continues.

Infection Control / Building Audits

Infection control surveillance activities are conducted in each building by the Infection Control (IC) Nursing Specialist. Feedback is provided to increase knowledge and skills related to infection control practices. Initial and follow-up visits are provided by the IC Nursing Specialist, NC3 and Charge Nurse to ensure regulatory compliance.

Nutritionally at Risk (NAR)

Protocols, standardized guidelines and written tools to use as reference when identifying someone at risk for nutritional problems continue to be utilized by team members. Two individuals were identified as nutritionally at risk. These individuals had chronic, complex health issues, and weights were monitored closely for three to four months by the interdisciplinary team. Currently, no one meets the definition of Nutritionally at Risk at CWC.

Tracheostomy Task Force

The IC / QI Specialist met from March - May with six team members to problem-solve issues related to use of gauze around stoma sites. Recommendations from the Task Force were shared and implemented with Murphy Hall and Building 3 staff.

Osteoporosis / Fracture Study Team

A ten member team meets monthly to study fracture / osteoporosis epidemiology and identify variables that might negatively impact bone status. A data collection tool was designed with rater-reliability tested. The data collection tool was piloted and modified. A record audit will be conducted on all individuals who experienced fractures over the past two years. Data analyses will be conducted in an attempt to identify risk factors and interventions to help prevent additional fractures in this population with complex care needs.

Communication Systems Cross-Shift

Nursing and Resident Living continue to partner to study ways to improve the process for cross-shift reports / rounds. The Charge Office was involved in a project to evaluate the content and process regarding unit cross-shift reports. Nurses are expected to actively participate in cross-shift report with nurse colleagues and with the direct care staff. Use of the Daily Report Record, Daily Living Plan, CAMI notes (Cares, Activities, Meals, and Interactions), Interdisciplinary Team (IT) recommendations, Nursing Directives and rounds are tools to share needed health information at cross-shift report. Nurses continue to work with Resident Living staff to modify the Daily Living Plan to a computerized format and implement daily charting by direct care staff using CAMI notes.

Nursing Charge Report

The Nursing Charge Report format was modified and expanded for additional staff use. Customized reports, tracking events over time and summaries are now possible with the updated computer program. Center-wide data regarding changes in health status, discharges, admissions and other health related information are documented each shift and accessible to Physicians, Social Workers, NC3s, Unit Directors, QMRPs and Administrative Staff.

Peer Crisis Intervention Program

PROGRAM HIGHLIGHTS

Approximately 100 Central Wisconsin Center (CWC) employees voluntarily participated in services offered by the Peer Crisis Intervention (PCI) program. The objective of the program is to offer group support, assistance and education to staff that has experienced potentially traumatic events that affect the work environment. Follow-up contacts are made with individuals when needed.

PCI volunteers conducted six debriefing sessions related to four separate incidents. Informal follow-up contacts were made with affected buildings through phone calls and visits to the units by PCI team members. Fourteen trained volunteers from a wide variety of CWC job classifications currently serve in the PCI program.

In addition to providing emotional support to employees during sessions, PCI team members also discuss the grieving process, normal reactions to critical incidents and strategies for coping with stress. Handouts and brochures are available for staff at the defusing / debriefing sessions.

The PCI Team held a team meeting in June 2006 to discuss improvement of PCI services to employees, especially in recognition of cultural and individual differences in response to crisis events. Additional informational handouts that may be given to employees were also added to the PCI files, covering a variety of topics.

Pharmacy Services

PROGRAM HIGHLIGHTS

The Pharmacy Department employs one full-time Registered Pharmacist as Director, 3.2 Registered Staff Pharmacists, and four Pharmacy Technicians. Hours of operation are from 0730 to 1600 daily, Monday through Friday. Pharmacy services are provided in Central Wisconsin Center (CWC) buildings, the Short-Term Assessment Program (STAP) and in the Short-Term Care Unit (STCU).

The Pharmacy Department provides and promotes comprehensive pharmaceutical care for the health, safety and comfort of people living at CWC, their families and staff. The Department helps individuals residing at CWC receive optimal care by ensuring safe and appropriate use of pharmaceutical products. Pharmacy Department Services include:

Distribution of all Medications

- Procurement and management of pharmaceutical inventory. Purchasing pharmaceuticals on the Minnesota Multistate Contracting Alliance for Pharmacy (MMCAP) contract helps CWC Pharmacy realize a savings of approximately 13% when compared to what the same medications would normally cost off of the MMCAP contract. CWC Pharmacy inventory system is now computerized. Inventory levels and reorder quantities have been established for all formulary medications in the Pharmacy computer system. Orders to the pharmaceutical wholesaler are generated by the automatic drug reorder program in the Pharmacy computer system.
- Direct control, packaging and distribution of all medications.
- Preparation of extemporaneous pharmaceutical preparations.



Pill Packaging

Clinical Reviews

- Review of all medication orders for allergies, proper drug use, dose, dosage form, dosage regimen and route of medication; drug-drug, food-drug, drug-tube feeding and drug-lab interactions; adverse reactions and side effects.
- Quarterly, comprehensive medication reviews with appropriate recommendations to the interdisciplinary team.
- Provision of pharmaceutical information to healthcare professionals and guardians.

Consultative Services



Head Pharmacist

Pharmacists provide regular consultations to individuals upon admission to the STCU, STAP and at Integrated Behavior Reviews. These consultations include recommendations for alternate medications, dosage adjustments, and changes in administration times to reduce complexities. Pharmacists utilize the Dyskinesia Identification System: Condensed User Scale (DISCUS) to directly monitor individuals whose medication regimen puts them at risk for tardive dyskinesia. Pharmacists prepare an annual medication history for each client which details all changes made in each person's drug regimen over the previous 12 months.

Medicare Part D Billing and Reimbursement

The Medicare Part D prescription drug benefit began on January 1, 2006. One hundred ninety-five CWC clients are currently eligible for Medicare Part D benefits. In order to serve Medicare Part D clients, CWC Pharmacy contracted with a Medicare Part D Prescription Drug Plan and implemented on-line electronic prescription claims adjudication via the pharmacy computer system. From January 1st through June 30th 2006, CWC received reimbursement of over \$525,000 for medications dispensed to CWC clients enrolled in Medicare Part D.

Pharmacy Student Program

Pharmacists provide training to Doctor of Pharmacy students through an 8-week Advanced Pharmaceutical Care Clerkship. CWC became an Experiential Education Site for the University of Wisconsin (UW) School of Pharmacy in May 2001. Students are involved in a variety of activities, including interdisciplinary team functions and formulary development.

Pharmacy and Therapeutics Committee (P&T)

The Pharmacy Director serves as the chairperson for this twelve member interdisciplinary advisory committee, which represents the official organizational line of communication and liaison between medical, pharmacy and other healthcare staff. It develops and implements broad professional policies relating to drugs at CWC, including their evaluation or appraisal, selection, procurement, storage, distribution and safe use within the formulary system. Pharmacy staff, under the general direction of P&T, utilize new generic medications as they become available.

Medication Distribution Task Force (MDTF)

This four member interdisciplinary team is a subcommittee of P&T. This group serves as a board of consultants in matters relating to medication distribution. They then make recommendations based on observations and data collection to P&T, helping to ensure an efficient and safe medication distribution system.

Controlled Substance Committee

The Controlled Substance Committee is an interdisciplinary subcommittee of P&T whose primary purpose is to identify current problems with storage, distribution and documentation of controlled substances throughout CWC. The group then recommends policies and procedures that will ensure effective care and minimize the potential for diversion in accordance with state and federal regulations.

Medication Error Evaluation Group

This four member interdisciplinary team is a P&T subcommittee for review of all medication errors. The group identifies root causes and makes recommendations to P&T to prevent future errors.

Quality Improvement Activities

Pharmacists provide ongoing consultation in all areas of medication therapy and distribution. They participate in interdisciplinary team functions and provide recommendations in areas of behavior intervention, pain management, nursing medication policies and procedures, emergency care and medical audits. Quality improvement studies are conducted to help identify “best practices” that will ultimately result in cost containment. Studies are also conducted in areas of distribution to identify ways to improve the systems of medication labeling, delivery and security.

Publications

The department, in conjunction with P&T, is responsible for revising and publishing the “Formulary”. The “Formulary” is a continually revised list of pharmaceuticals and medication related policies, procedures and information that represent the clinical judgement of the physicians, pharmacists and other health care professionals in the diagnosis and / or treatment of disease and promotion of health.

Psychological Services

PROGRAM HIGHLIGHTS

The Psychological Services Department is committed to providing state-of-the-art support services that maximize the quality of life of the individuals living at Central Wisconsin Center (CWC).

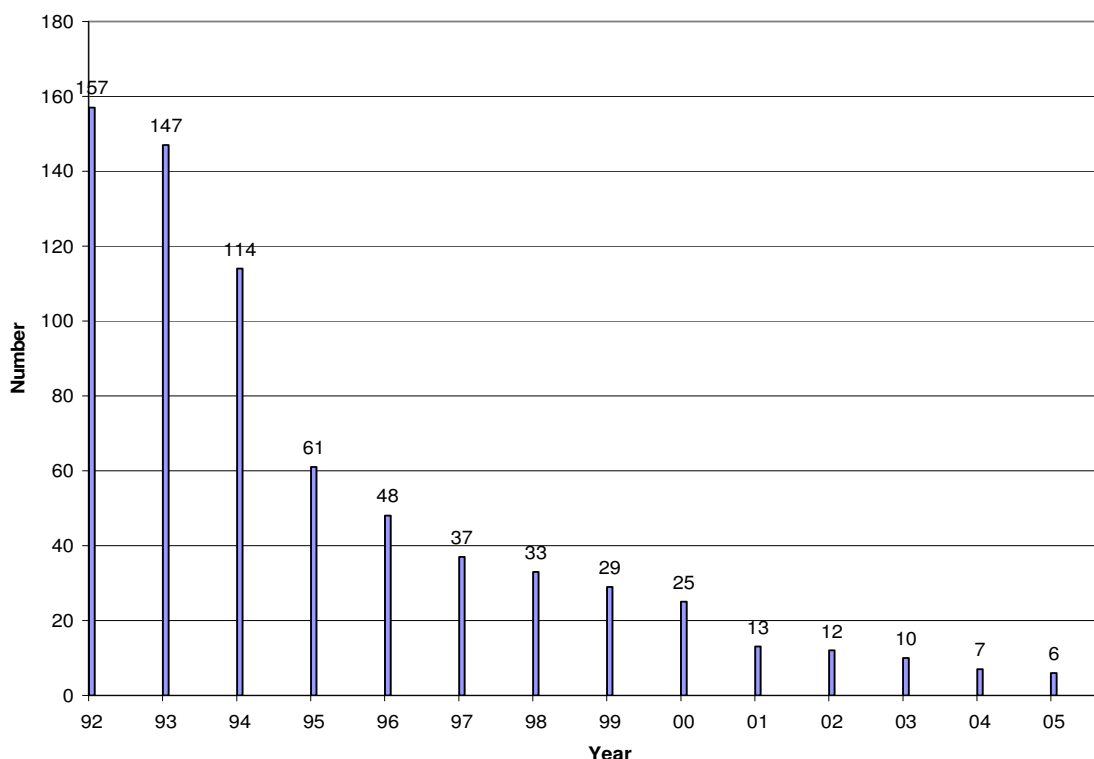


Psychological Services Staff

In keeping with this commitment, annual skill and progress assessments are provided for all individuals living at CWC, and behavior intervention services are provided for each individual who has been identified by their interdisciplinary team as in need of behavior support services. In addition, community technical assistance and workshops are provided to support individuals with developmental disabilities (DD) currently living in community settings. Psychological Service Department staff serves in the Employee Assistance Program (EAP) and as Peer Intervention Counselors (PSI).

The Psychological Services Department consists of the Director of Psychological / Program Services, seven Psychologists / Associates (6.6 FTE), and four Psychological Service Assistants (4.0 FTE).

TABLE V
Individuals with Behavior Restraints



Psychological Services Department initiatives include:

- Assuring that all behavior intervention plans are derived from a detailed assessment of behavior function.
- Assuring that all behavior intervention plans have functionally equivalent replacement behaviors that can be substituted for the identified problem behavior.
- Providing direct training to help individuals acquire functional replacement behaviors.
- Providing assessment and monitoring of all individuals who are at risk for accidental or intentional ingestion of nonnutritive substances.
- Providing reliable data on the incidence of peer-to-peer aggression and developing recommendations for reducing peer aggression.
- Developing interventions that can reduce the need for restraint usage (see TABLE V above).
- Providing competency-based training and algorithms to facilitate the comprehension of intervention procedures.
- Monitoring the implementation of Individual Behavior Intervention Programs (IBIPs) to assure accuracy, consistency, and effectiveness.
- Promoting integration of Medical, Psychiatric and Psychological Services for individuals with problem behaviors through an integrated review and planning process referred to as Integrated Bio-behavioral Reviews.
- Continually updating and refining training curriculums for new employees.
- Integrating Psychological Services across CWC's short-term care programs.
- Identifying ways to reduce staff injuries stemming from aggressive behavior demonstrated by individuals living at CWC.
- Assessing adaptive behavior and cognitive skills to assist interdisciplinary teams in identifying appropriate learning objectives for the people living at CWC.

- Supporting the organization's efforts at quality improvement through implementation of a "systems" focused model.
- Provide training in the Personal Safety Techniques utilized by CWC employees.

Qualified Mental Retardation Professionals

PROGRAM HIGHLIGHTS

Qualified Mental Retardation Professionals (QMRP) are responsible for developing, coordinating, integrating and monitoring Individual Program Plans (IPP) to assure quality outcomes consistent with treatment approaches.

The QMRP Department provides consultation and training services for other public and private facilities throughout the State of Wisconsin. In addition, the Central Wisconsin Center (CWC) QMRP Department has taken a leadership role in improving the communication and sharing of information and best practices among all QMRPs in Wisconsin.

As part of the QMRP Department's ongoing commitment to improve the quality of life for the people who live at CWC, the Department has been piloting a new approach to developing the IPP. By using person-centered planning, the interdisciplinary team focuses on how to personalize and improve the services and supports for an individual. The QMRP Department will continue to refine this approach in the coming months.



QMRP Staff

In March of 2006, the QMRP Department started piloting a revised Quality of Life Questionnaire. This process allows better identification of those essential elements that staff can do to improve opportunities and supports for the people who live at CWC. There are fourteen QMRPs on staff at CWC and the average caseload per QMRP is approximately twenty-five individuals.

Rehabilitation Services

PROGRAM HIGHLIGHTS

Organization

The Rehabilitation Services Department provides Physical Therapy (PT), Occupational Therapy (OT), Respiratory Therapy (RT), and Rehab Technology services to persons living at Central Wisconsin Center (CWC). The Department consists of the Director of Rehabilitation Services, one Office Operations Associate, 8.9 Physical Therapy positions, one Physical Therapy Assistant, 9.75 Occupational Therapy positions, 3.85 Occupational Therapy Assistants, 7.5 Respiratory Therapy positions, and 7 Orthopedic Appliance Technicians.

In its thirteenth year as a Wisconsin Medical Assistance (MA) Provider, CWC generated \$41,638.98 in MA reimbursements, which are billed and reimbursed on a calendar year basis. Medical Assistance is billed for the splint devices used at CWC, and the seating systems and splint devices for outpatient clients. In February of 2005, Physical and Occupational Therapy began billing community clients for services rendered; CWC generated \$2,524.88 in reimbursements. Private insurance, if available, continues to be billed for all adaptive equipment for both CWC and outpatients. Income obtained from private insurance in the last fiscal year was \$6,292.13.

CWC Services

Therapy Services

The Rehabilitation Services Department continues to provide quality physical, occupational and respiratory therapy services to people who live at CWC and those admitted through the Short-Term Care Unit (STCU) and Short-Term Admissions Program (STAP).

TABLE VI
Therapy Services

	Occupational Therapy	Physical Therapy	Respiratory Therapy
Service Provided	FY 06	FY 06	FY 06
Short-Term Care – Active	4	3	32
Completed Referral	215	218	44
Consult	154	148	
Referral Received	217	223	44
CWC – Active	105	104	108
CWC – Completed Referral	318	313	106
CWC – Consult	252	239	
CWC – Referral Received	344	345	114

Rehabilitation Technology Services

The Rehabilitation Technology Laboratory provides seating systems, positioners, and orthoses for people residing at CWC. The Lab continues to provide services to individuals who reside in the community on an inpatient and outpatient basis. Prior authorizations for seating systems / wheelchairs were submitted for 28 clients.

TABLE VII
Rehab Lab Orders Completed

	Rehab. Orders Completed
Miscellaneous	1200
Orthoses	22
Seated Positioning Systems	47
Prone Positioners	6
Sidelyers	2
Supine Positioners	1
Seating / STCU	29
Miscellaneous STCU	107
Orthoses / STCU	13
TOTALS	1424

STCU = Short-term Care Unit

Student Training Programs

Occupational Therapy Student Program

Occupational Therapy provides training for individuals who are enrolled in Occupational Therapy and Occupational Therapy Assistant Programs. Over the past fiscal year, a total of five Level II Occupational Therapy Interns completed 12-week affiliations. Two Level I Interns completed their one-week affiliation. Twenty-two Occupational Therapy Assistant Students completed their requirement for their Level I fieldwork. Five students successfully completed their Level II internship and twenty-four students successfully complete their Level I internships. In addition, the Clinical Student Coordinator presented lectures on Oral Motor Development to Occupational Therapy Interns in their third semester of study at Madison Area Technical College (MATC).

Contracts for student affiliations remain in effect with the following schools: University of Wisconsin-Madison (UW-Madison), Western Michigan University, Mount Mary College, Washington University, St. Ambrose College, Concordia University, MATC, University of Minnesota, and University of Wisconsin-Milwaukee (UW-Milwaukee) and University of Southern California.

Ten therapists, in addition to the Clinical Student Coordinator, have been nominated for preceptorships from the UW-Madison.

Physical Therapy Student Program

Physical Therapy continues to provide training for Physical Therapy and Physical Therapy Assistant Interns. Eleven Physical Therapy Students have participated in the training program, including one Intern for ten weeks, one Intern for eight weeks, one Intern for six weeks, one Intern for five weeks, two Interns for four weeks, two Interns for two weeks and one Physical Therapy Assistant Intern for 4 weeks, one for 112 hours and one for 40 hours. Eleven Physical Therapy Interns successfully completed clinical affiliations.

Contracts for student affiliations were renewed or remain in effect with the following schools: UW-Madison, Marquette University, Washington University, Northwestern University, Mayo School of Health Related Sciences, Finch University / Chicago Medical School, Concordia University, Maryville University, Quinnipiac College, Carroll College and Blackhawk Technical College's Physical Therapy Assistant Program.

Ten Therapists, in addition to the Clinical Student Supervisor, have been nominated for preceptorships from the UW-Madison.

Respiratory Therapy Student Program

From September 2005 through December 2005, fourteen second-year MATC Respiratory Therapy students participated in the Respiratory Therapy Program. Each student spent one day observing and assisting the Respiratory Therapists. The contract with MATC, to provide this one-day clinical observation practicum, has been renewed.

Services Provided to Community Agencies

Occupational Therapy, Physical Therapy, and Respiratory Therapy spent a total of 1,365 hours providing training and consultation to: parents, guardians, and individuals involved in community transition and planning issues, UW-Hospital and Clinics during swallow studies, Botox and orthopedic appointments, community-based vocational programs and bus companies.

Services Provided to CWC Staff

Physical Therapy, Occupational Therapy and Respiratory Therapy continue to provide training to staff at CWC. Over the past fiscal year, Therapists have spent a total of 599 hours in Staff Training and Development (ST&D), offering training sessions during the Certified Nursing Assistant (CNA) classes. Five hundred and ninety-nine hours have been spent training Resident Care Technicians (RCT) on individual OT, PT and RT client goals and programs to be carried out in the various buildings. The majority of the time was spent on competency based training. In addition, a total of 161 hours of training have been provided to UW-Rehabilitation Medicine Physicians, Registered Nurses (RN), Licensed Practical Nurses (LPN), Program Staff, Teachers, and new Rehabilitation Services Department employees.

Projects and Training

Staff Training and Development

Occupational and Physical Therapy staff continues to be involved in training. Handouts for the range of motion and positioning lectures were updated. The lecture "Levels of Intervention to Facilitate ADLs and Medical Procedures" was made into a PowerPoint presentation.

Transportation Committee

The Transportation Committee has been meeting on an as needed basis. The committee has been addressing issues related to the weather, parking and drop-off and pick-up. In August of 2005, Bus Evacuation Training was provided to Successful Work Options (SWO) staff. Training for bus companies is done when new people start an off-grounds program, otherwise ongoing training is done by the individual bus company.

Prevention of Falls

The Prevention of Falls Committee has set-up guidelines for the showing of the "Face Forward and Focused for Falls Prevention" video. The video is being shown three times to the new direct care staff. A new "Prevention of Falls for Ambulant Individuals" video was purchased. The videos are kept in ST&D and in each ambulant building. The committee is in the process of designing a prevention of falls video for those individuals who are ambulant.

User Friendly Committee

The committee was created to research how to make therapy recommendations in the OT and PT reports easier and less time consuming for staff to read. The goal of the committee was to increase the number of staff reading and following therapy recommendations and to ensure safety. Final recommendations from the committee included: keeping phrases short and simple, minimizing professional terminology, numbering the steps in the process, using pictures for complicated tasks, highlighting key words in different colors and matching the color of the

picture text box to the color of the key words, and notifying people when significant changes in the approaches are made.

Provision of Evidence-based PT and OT Assessments and Treatment Approaches for Community Clients

The committee has been reviewing current documentation practices. The current standard of practice is to include a PT Diagnosis and Prognosis in each report. The PT Guide to Practice has a list of the PT Diagnostic Codes. Therapy staff is using this guide to write the diagnosis sections. The committee has completed work on the PT Diagnosis and Prognosis sections. A handout with the PT diagnoses has been compiled to make completing of the sections easier. Training on the new format will be completed in July and report samples will be provided. The OTs are beginning to work on their sections following the class they attended at the beginning of June on "OT Documentation Principles for Best Practice". OT staff has completed a few sample sections. These samples have been submitted to the Director of Rehabilitation Services for review.

Prevention of Slip, Trip / Fall and Stuck On / Against Object

The Prevention of Slip, Trip/Fall and Stuck On / Against Object Committee is in the process of assisting building staff in reorganizing bedrooms so that the environment is safer. Some of the tasks the committee is working on are: selection of sample bedrooms in different buildings, acquisition of space saving dressers, space saving equipment for smaller items and space saving floor mats, retraining of staff on policies and procedures regarding cleanliness, development of policies regarding personal possessions, possible rearranging of work schedules of staff working in the bedrooms, project request through the Industrial Engineering students for the fall semester.

Design of Training Policies and Procedures for Emergency Manual Lifting of Clients

With everyday use of the mechanical lifts, the committee looked at ways to maintain competence in manual lifting for safe transfers during emergencies. The committee is finalizing recommendations for identifying and communicating types of transfers to be used with individual residents in case of emergencies. Protocols for teaching and maintaining competence in manual lifting are being finalized.

Review and Update of the Work Capacity Screening Tool and Procedures

The Resident Care Technician (RCT) work capacity screening form has been updated, adding rolling activities to the repositioning section, eliminating the 2-person lifts, and changing the lower height for the 1-person lifts to 24 inches (rather than 16 inches).

Ergonomic Projects

Workflow and Storage for the Medical Records Department

Students from the Industrial Engineering program together with Rehabilitation Services staff completed the project *Workflow and Storage for the Medical Records Department*. Medical Records at CWC had become very voluminous over the years. Easy physical access was a problem. Staff in Medical Records had severe problems to physically reach and lift the records. The Medical Records Department was reorganized, relocated to a larger room, records for disposal were identified and a storage system was developed. Safety ladders and mechanical lifting devices were purchased. Results of the project were satisfactory.

Work Injury Management Program

Work Capacity Screenings

A total of 162 Work Capacity Screenings were completed. One hundred and fifty-seven individuals passed and five failed.

Work Conditioning Program

The Work Conditioning Program designed to prepare employees for return to work following an injury, served two individuals. Two returned to full work capacity.

Risk Management Committee

The Risk Management Committee is designed to assist staff in creating an ergonomically appropriate work environment to prevent staff injuries. The Risk Management Committee meets monthly.

Job Site Analyses

Three Job Site Analyses were completed. Environmental modifications and equipment suggestions were provided. This process will be ongoing as areas request assistance.

All employees who have filed an incident report due to an ergonomic related problem, whether or not it results in a Worker's Compensation claim, are being provided with one-to-one job analysis. Included in the analysis is a review of the injury, job hazards, body mechanics and other issues related to preventing a reoccurrence of the problem.

Preventive Fitness Program

This aspect of the Work Injury Management Program provides individualized preventative exercise programs to employees who feel they demonstrate areas of weakness in flexibility, strength, endurance or overall poor physical conditioning. A total of 1970 hours were spent on preventive exercises by employees utilizing the Fitness Area.

The Personal Fitness Program continued with 177 total participant visits over the past fiscal year.

A total of seven Yoga classes were held during the year with a total of 54 participants.

The fitness newsletter *A Healthy You* continues to be published monthly on the Web and is attached to the Daily Administrative Bulletin (DAB). This is produced in conjunction with the Employee Health Nurse.

Equipment

Equipment purchases were based on suggestions from the Center-Wide Task Force. Equipment purchased from the Worker's Compensation Funds includes: Personal Fitness Trainer, Tai Chi classes, Yoga, cool packs, record disposal for Medical Records Department, Medical Records lift, file system for Medical Records and labeling tape, stretcher lift and charger for Murphy Hall pool, health promotion - reading educational materials. Gaitkeeper Treadmill, Arjo maxi sky lift, anti-fatigue mats, chairs, 4-wheel cart and hitch - Mity Lite, cooling bandana's, Flavor Ice, Kool-aid, person lift - partial payment - to be shared with other department to change outside lights, hazardous waste removal, computer chairs, therapy stools and Arjo mechanical lift.

Research

The information in the work injury database is up to date. Requests can be made to the Information Services Department for queries to get certain information. A listing of all incident reports has been entered into Word and is updated on a weekly basis to provide injury

information to supervisors. This began in October 2001. Summaries of this information are available as well. Graphs of employee injuries each quarter by building and by cause of injury have been created and are being used to identify trends and pinpoint areas to focus injury reduction efforts. Work Injury Management staff have spent 37 hours over the past fiscal year keeping this injury information updated.

Religious Services

PROGRAM HIGHLIGHTS

The Chaplain provides pastoral care and support to the individuals who live at Central Wisconsin Center (CWC), those hospitalized, their families and CWC staff. Worship services, spirituality groups, memorial, funeral or interment services, sacraments, pastoral and grief counseling and meditation materials are offered on an ongoing basis. Ongoing projects during the past year include: contacts with Madison Urban Ministry, Hillel Foundation, area clergy and a presentation done at the University of Wisconsin (UW) Contract Chaplain's Meeting on Ministry with the Developmentally Disabled. Other ongoing projects include fellowship following worship on special occasions, visits including worship opportunities at CWC by local church groups and continued community outreach. The Chaplain works with UW Hospital to provide hospital visits and to act as a liaison between the hospital and CWC. As a means of furthering community outreach, community pastors and agencies have provided backup services for CWC in the absence of the Chaplain.

Resident Living

PROGRAM HIGHLIGHTS

Resident Living provides programs and services to 305 individuals living in seven buildings at Central Wisconsin Center (CWC). The primary focus of resident living personnel is to assist individuals to participate actively in daily living activities, leisure activities and structured programs.

The individuals who live at CWC participate in structured programs throughout the day either in the community or on campus. Resident Care Technicians (RCT) provides leisure activities throughout the day. Individuals participate in a wide variety of activities including music, craft projects, reading, board games, grooming, gardening, sports, holiday themes and sensory stimulation. Individuals also participate in building special events, as well as Center-wide special events.

Initiatives within Resident Living include:

- The electrical upgrade project was completed in early 2006.
- The new emergency call system was installed and implemented. This system provides a number of emergency call buttons in various areas of the buildings, program areas and the tunnel system for faster emergency response time.
- CWC continues to partner with the Dane County Youth Apprenticeship Program to provide work experience for high school students who are in a program for Certified Nursing Assistants (CNA). This program has been a successful recruitment initiative for Resident Living, and has produced six permanent employees.
- A number of areas have been designated as family visiting areas throughout the facility. These areas provide quiet, relaxing environments for visiting people living at CWC. These areas are: Murphy Commons in the basement of Murphy Hall, Community Center in the

basement of Building 2, Chapel in the basement of Building 3 and visitor lounges in the basements of Buildings 4, 5 and 7.

- The Building 2 team, as part of a “Redefining the Team Workgroup”, is piloting active listening training.



August 1967 Class – Resident Living



*September 2006
Class – Resident Living*

Social Services

PROGRAM HIGHLIGHTS

Social Work staff is the primary contact for guardians of individuals living at Central Wisconsin Center (CWC). Social Workers advocate for the best interests of the people who live at CWC, their families and their guardians. Social Workers are responsible for keeping guardians informed regarding changes in health status or treatment programs. The Social Worker assures parent or guardian participation as part of the CWC treatment team's decision making process for each individual. Social Worker staff obtains guardian consents for release of information, immunizations, medications, medical treatments and treatment programs.

Social Workers are the primary liaison between CWC and county Human Service Department Case Managers, Madison Metropolitan School District (MMSD) Teachers, and other community agencies serving individuals living at CWC. Social Work staff assists guardian *ad litem*s by providing information for the annual WATTS Review for individuals age 14 and older who are protectively placed at CWC to ensure each individual continues to live in the most integrated environment. Social Workers assist county Case Managers to complete the county protective services yearly review for individuals at CWC.

Social Workers are the primary support for families and guardians during sickness, surgery, terminal illness and death. They facilitate meetings and an exchange of information between medical staff, families and other CWC staff. They assist with grief counseling. The Social Worker assists with arranging memorial services and the coordination of the purchase of memorial items requested by the family or guardian. They encourage and assist guardians in establishing advanced funeral arrangements and assist with the financial aspects of the transaction.

Social Workers often arrange for guardians to participate in the Annual Review program via a conference call. The opportunity for a conference call permits those parents and guardians who live a great distance from CWC to actively take part as a care and treatment team member and to ask questions and offer their suggestions.

The parent or guardian apartment, located in the Short-Term Care Unit (STCU), continues to be used by families that must travel long distances to visit. In some cases, Social Workers also arrange for payment of travel expenses from individual personal accounts when requested by the guardian. Social Workers also assist with various aspects of purchasing items for people who live at CWC. The guardian is always contacted for consent for major monetary purchases above \$100.

The CWC Social Services Department consists of five Social Worker staff, an Office Operations Associate and a Director. All CWC Social Workers meet the certification requirements established by the State of Wisconsin Licensing Board. They continue to participate in continuing education coursework to fulfill the ongoing certification requirements.

Staff Training and Development

PROGRAM HIGHLIGHTS

Staff Training and Development (ST&D) is a shared effort by all Central Wisconsin Center (CWC) staff. Utilizing the interdisciplinary approach, staff actively teach, learn, and work

together. Clinical service areas and department staff develop and present training offerings independently and cooperatively with the ST&D Department.

Staff Training and Development is comprised of (1) Training Director, (4.4) Nursing Instructors, (1) Training Officer and (1) Office Operations Associate.

The mission for ST&D states that the department “serves as a vital resource link for the educational development and enrichment of individuals to maintain competency in meeting the needs of people with developmental disabilities in a variety of settings. Focusing on excellence and accountability, the department maintains current resources, explores innovative technologies and provides educational offerings to meet CWC and community learning needs.”

To assist in offering training to multiple departments and locations, ST&D has been using a variety of technologies including:

- Teleconferences
- Computer-based training
- VHS and DVD pre-recorded training
- Videoconferences using Mediasite® technology

CWC has established a partnership with Southern Illinois University School of Medicine, Division of Developmental Disabilities to participate in interactive videoconferences monthly on relative topics. Topics presented to this date have included:

- Considerations in the Use of Medication to Change the Behavior of People with Autism Spectrum Disorders
- Pain Management of Individuals with Developmental Disabilities
- Vagal Nerve Stimulator



Using feedback from attendees and other stakeholders, the following curriculums are revised routinely:

- New Employee Orientation
- Certified Instructional Program for Community / Mendota Mental Health Institute (MMHI)
- Certified Instructional Programs for Resident Care Technicians (RCT)
- Instructional Program for Certified Nurse Assistants (CNA)
- RCT Continuing Education
- Registered Nurse / Licensed Practical Nurse (RN / LPN) Orientation



Revised curriculums incorporate principals of adult learning into the training sessions. Interactive lesson plans that include group activities, story telling, discussion, role playing, games and demonstrations with immediate practice are used to increase learning and to have fun.

Continuing education opportunities are coordinated for staff that utilize expertise of professionals and establish liaisons within the community. Training offerings provided this year at CWC by outside consultants included:

- Seizures and Current Treatments

- Cymbalta: Treating a Broad Range of Symptoms
- Farrell Venting System
- Lyrica: Use as an Anticonvulsant / Neuroleptic
- Management of Diabetes Neuropathy

The American Heart Association (AHA) had changed the Cardiopulmonary Resuscitation (CPR) training curriculum. Rollout training for 19 instructors was provided Spring of 2006 with the curriculum change occurring July 2006. New equipment and text were purchased to facilitate this conversion.

An eight-week interactive listening training series that could be presented during report time was developed to foster team building. Building 2 piloted the program for effectiveness. This instruction is designed to provide staff with continuing education topics in a concise, interactive and easily accessible format.

The ST&D Training Director serves as the CWC representative for the Department of Health and Family Services (DHFS) Inter-divisional Training Committee and Madison Area Technical College (MATC) Certified Nurse Assistant Committee.

Training Activities

Major training activities during this year included:

<u>TITLE</u>	<u>LENGTH</u>	<u>PARTICIPANTS</u>
Certified Instructional Program for Community / MMHI	101 hrs	20
Certified Instructional Program for RCTs	184 hrs	105
CPR Beginner (AHA Healthcare Provider)	8 hrs	16
CPR Renewal (AHA Healthcare Provider)	2 hrs	102
Heartsaver AED Course Beginner	4 hrs	16
Heartsaver AED Renewal	4 hrs	25
Heartsaver CPR	3 hrs	6
First Aid	4 hrs	21
Fire Prevention (computer-based)		430
Instructional Program for CNAs	77 hrs	29
New Employee Orientation	16 hrs	380
Nursing Orientation		
RN Orientation	55 - 128 hrs	11
LPN Orientation	44 - 96 hrs	10
Charge Nurse Orientation	56 - 110 hrs	3
RCT Continuing Education	8 hrs	41
Diversity: Developing an all Inclusive Work Environment	2 hrs	29
Nonviolent Crisis Intervention	8 hrs	71
Oxygen Therapy	5 hrs	118
Prevention of Sexual Abuse of People with DD	1.5 hrs	37
Preventing Abuse, Neglect & Misappropriation of Property	0.5 hrs	501
Promoting Safety in the Environment	1 hr	75
Team Building / Effective Communication	8.75 hrs	13
Your Role in Promoting Safety in the Environment	1 hr	25

Supervisory Training

The Next Step: Using Input from the Penguin Survey to Develop an All Inclusive Environment	3 hrs	50
Using Personal Power: Implementing Change and Resolving Conflict	8 hrs	31
Department Supervisor and Manager Meeting	3 hrs	39
Drugs in the Community	2 hrs	25
Preventing Sexual Harassment	2 hrs	53

Training and Travel Requests

385

Take Your Child to Work Day

PROGRAM HIGHLIGHTS

The 12th annual “Take Your Child to Work Day” was held on April 27, 2006 in Murphy Commons. There were 19 children in attendance with ages ranging from 8 to 13 years old.

The day's events included four hours of structured activities related to Nutrition, Music Therapy, First Aid / CPR, Infection Control, Food Service and Communication. The youth were also given the opportunity to visit different areas of Central Wisconsin Center (CWC): Occupational Therapy Clinic, Rehab Technology, and Sewing Room and participated in wheelchair relays.

A pizza lunch was provided for all participants and their parents following the morning activities. The participants had the option of spending time learning about their parent's job during the afternoon or returning to school. Of the 19 children in attendance, 13 participated in job shadowing staff for four hours in the afternoon.

Feedback was positive and participants look forward to the program every year. This is an opportunity for family members to learn more about CWC and the individuals who live and work here.



Fun Learning Activities



Pizza was enjoyed by all!!



More Take Your Child to Work Activities

Getting Acquainted with Switches



Learning About Mobility



Learning About Music Therapy

Therapeutic Recreation

PROGRAM HIGHLIGHTS

The Therapeutic Recreation (TR) Department provides a wide variety of services and activities for people living at Central Wisconsin Center (CWC). These services assist people to acquire and maintain social, physical, cognitive and emotional skills through methods of leisure and play. The services are designed to meet individual needs and interests of people living at CWC through a diversified program of activities, both within the facility and in the community.

Long-Term Therapeutic Recreation Services

The TR Department employs seven Therapists, three Teachers, and sixteen Therapy Assistants for people who receive long-term care services at CWC. Staff provides regularly scheduled recreational programs to people over the age of 21. TR staff also provides recreational services to school aged students, offering programs during the summer months and on evenings and weekends. One Therapeutic Recreation Student Intern completed a 14-week internship at CWC during the last year. She was from University of Wisconsin-Milwaukee. Three additional Therapeutic Recreation Students visited CWC for a tour and to receive information about future internships.

Each staff provides six hours of contact per day and is responsible for providing the following service areas to the people who live at CWC: functional intervention (therapy), leisure education and recreation participation. Services are designed to meet individual needs and interests through a diversified program of activities. Staff provides recreation and leisure activities as a way to work on essential life skills. Staff integrates Individual Program Plan (IPP) objectives and replacement behavior goals into each program. Approximately 240 people who receive long-term care at CWC receive active therapy services. The department provides services (non-active) to all who receive long-term services at CWC.

A wide variety of activities are offered throughout the year. These activities include sports, music, board games, aquatics, spirituality, sensori-motor activities, computers, self-image, cultural and ethnic activities, arts and crafts, money management, horticulture, socialization, leisure and community experiences.

Building 6 Program

The TR Department continues to provide a full-day program in Building 6. There are two Therapists and two Therapy Assistants who work in this program. The program also employs up to four Special Activity Helpers throughout the year. This program was designed to assist people in a transition of programs into the community. Of the 28 participants since the program began in 2004, six now receive programs in the community. During the past year, 24 individuals have participated in this program. This program provides training in: meal time experiences, activities of daily living, recreation, social skills, mobility, community and leisure / recreation skills. Other programs provided include: Music Therapy, Adult Vocational Therapy Services, Adapted Physical Education / Lifetime Sports, Spirituality and Physical Therapy.

Short-Term Services

The TR Department employs two Therapists and one Therapy Assistant for people who receive services in the Short-Term Care Unit (STCU) and Short-Term Assessment Program (STAP). These services consist of assessment, functional intervention, leisure education and recreation participation services. During the past year, the two Recreation Therapists completed 77 assessments for clients in the short-term programs. A total of 315 people received recreation services in short-term programs. These programs served children, adolescents and adults with a total of over 3300 hours.

Special Events

CWC-wide Events

Staff organizes and implements CWC-wide events each year. During the past year, CWC-wide Special Events included a baseball themed summer event, Homecoming, Annual Haunted House, Halloween Party, Veterans Day Event, Santa Night, CWC Family Picnic, casino event entitled “A Little Bit More Vegas,” Great Outdoors Day”, and a themed event “Lets Go Camping”. These events offer a variety of games and activities and have refreshments served for people attending.

Each building recreation team organizes special events throughout the year and these activities include, but are not limited to: seasonal and holiday parties, birthday parties, special meals, ethnic meals, picnics, cultural activities and other events.



Therapeutic Recreation Activities



Sharing of Talents

The Therapeutic Recreation Department provides monthly “Sharing of Talents” events. These CWC-wide events are funded through the CWC Service Auxiliary. Area performers provide the entertainment for these events. Entertainment and refreshments are provided. The following chart displays events held through Sharing of Talents and other CWC Special Events sponsored by Therapeutic Recreation Department.

TABLE VIII
SHARING OF TALENTS AND CWC-WIDE SPECIAL EVENTS

MONTH/ YEAR	EVENT	SPONSOR	NATURE OF EVENT
July 2005	Take Me Out to the Ball Game Baseball Themed Event	Recreation	Baseball themed event w/ sporting events / games, crafts, entertainment
August 2005	Jazz Trio	STCU	Live Jazz Performance
September 2005	Cat Tail Wine	O'Donnell Hall Building 7	Outdoor Rock Band
September 2005	CWC Homecoming Event with Parade	TR Dept. Building 7	Football themed event with games, competition events, crafts, pep rally & a parade
October 2005	Scarecrow Event - Goose Island Ramblers	Neighborhood Committee	Indoor / Outdoor event with Rock-a-Billy music
October 2005	CWC Haunted House and live band performance - Marci and the Highlights	Recreation / Music / APE	Haunted house with party - Rock and Roll music
November 2005	Viol Duet	Gee Hall Building 5	Classical Music
November 2005	Veterans Day Event	Arthur Hall Building 4	Educational event with exhibits, craft activities & refreshments
December 2005	Annual Tree Walk / CWC Orchestra	Neighborhood Committee	Holiday Special Event
December 2005	Santa Night	Recreation / Music Therapies	Holiday Party & Special Event
December 2005	Karls Klan	Arthur Hall Building 4	Holiday Music
January 2006	Harmony on Call	Murphy Hall	Live Performance - Harmony
January 2006	A Little Bit of Vegas - Special Event	O'Donnell and Gee Halls Buildings 7 & 5	Casino games, live entertainment
February 2006	Sweetheart Dance- Prime Time Mobile DJ	Recreation	DJ, crafts, dance
March 2006	Dalton Gang	Building 6C	Jazz Band
March 2006	CWC Hooley	Music Therapy	Irish Holiday Party - music, crafts, games
April 2006	Arkansas Mel and John Brown	Scheerenberger Hall Building 2	Blues Music
May 2006	Music Therapy Intern Recital	Building 6D	Classical, Viola, Piano, & Voice Performances
May 2006	Great Outdoors Day	Recreation	Outdoor clean up and planting / gardening day
June 2006	Karaoke – Patsy Cline Tribute	Aylward Hall Building 3	Classic Country

Other Therapeutic Recreation Programs and Services

Trips Program

The TR Department continues to provide people who receive services at CWC opportunities to take trips away from CWC to participate in recreational and leisure activities in the community. The trips are typically provided on a one-to-one staff to participant ratio. During the past year, over 97% of people receiving long-term services at CWC attended Trips. The remaining people were unable to attend due to fragile medical conditions or positioning concerns (e.g., participant utilizes an ortho-cart for transportation and at present time we are unable to transport on a van or bus). New this past year, CWC has hired a limited-term employee (LTE) who is a Licensed Practical Nurse (LPN). She has received training on the medical conditions for individuals and this has assisted the department in increasing outings to a greater number of individuals for a greater number of Trips.

This past year, Trips have included destinations all around Wisconsin for various educational, leisure, recreational, and cultural events. Examples of such events include, but are not limited to: Wisconsin Dells Boat Tours, movies at an IMAX Theater, the Treinen Farm for Hay Rides, Madison parks to visit the MSCR Art Cart, Madison Mallards Games, State parks, concerts in local community parks, the Kohl Center for UW athletic events, various restaurants and shopping malls, local museums, North Freedom Train Ride, Little Amerricka Theme Park, trout fishing and pontoon boat rides on Lake Mendota and Lake Monona. During an average week there are 50 Trips scheduled to travel into the greater Madison area. During the summer months an additional ten-plus full day Trips are provided each week to area attractions. These numbers do not include the numerous trips provided in the short-term programs. The people who live at CWC participate in community life on a regular basis. For this report period there were 5027 individual trips for people who receive long-term services at CWC.

Money Management

The TR Department continues to plan and provide people living at CWC increased opportunities to spend personal funds. These opportunities are offered both within the facility and in the community. Five days each week a contracted service for transportation departs CWC with an average of six participants, each assisted by a staff member. These outings are to local shopping centers and stores, with the purpose of shopping and spending participant's personal funds. These outings have provided participants opportunities to purchase personal items to be used during leisure time and to personalize living areas. For individuals who are unable to participate in these trips due to medical or positioning reasons, staff provides opportunities to spend personal funds at CWC: such as the General Store, vending machines, book sales, etc.

Outdoor Activities

Staff in the TR Department strives to have individuals from CWC participate in outdoor activities throughout the year. CWC has purchased numerous picnic tables and benches for programs to use outdoors. Umbrellas have been installed on our campus to provide shade for participants in outdoor activities. Participants are offered therapy sessions outdoors for games, art projects, sports, socialization, music and other activities.

Each building maintains extensive flower and / or vegetable gardens during the spring and summer. This spring staff planted over 4000 annual plants, not including perennials, bushes and shrubs.

Staff provide aquatics sessions in the outdoor pool from May through mid-October. Several improvements have been made at the outdoor pool this year, which has benefited the people who live at CWC, as the pool maintenance has decreased and the pool is open more days in the summer.

The CWC trolleys (Mary Ann and Katy Did) have been repainted and have had seats reupholstered this past year. The TR Department purchased new shade units for the new John Deere tractors that pull the trolleys. The CWC trolleys are used to provide outdoor activities for people who live at CWC. Participants ride on the trolley to view the beautiful campus, gardens and prairie.

Community outings are provided so participants can experience a variety of outdoor locations around Wisconsin. Staff provides picnics both at CWC in Katherine Wells Park and at various city, county and state parks.

Clubs Programs

The TR Department continues to host Clubs. This initiative was designed to provide people who live at CWC an opportunity to participate in social activities and hobbies with peers throughout CWC. Staff in Adult Vocational Therapy Services volunteer to host a Club and provide information to staff at CWC via the Daily Administrative Bulletin (DAB). The Clubs that have been offered this past year are: Texas Hold 'Em, Bowling, Hat Club, Olympic Club, Dance Club and Cinco de Mayo Club. The Clubs run from four to eight weeks in length and meet one day each week for one to two hours. The Clubs are hosted in a variety of locations throughout CWC. Clubs have had up to 16 participants, depending on the theme of the club and the amount of equipment or space. Each participant is escorted by a staff from CWC.

Explorer Scout Program

CWC has four participants in the Explorer Scout Program. The scouts meet two evenings each month. The first monthly meeting is a business meeting designed to work on badge achievement. The second monthly meeting is a community outing organized by the scouts to work on program objectives. During the summer months, the Explorer Scouts participate in two outings (instead of one) per month.

The objectives of this program are:

- Fitness – Improve the mental and emotional abilities of each scout.
- Career – Awareness of careers through tours, speakers and demonstrations.
- Service – Develop within each scout the desire to help others and increase the knowledge of the basic rights of others.
- Social – Enhance social skills through group interactions.
- Citizenship – Teach scouts about our American heritage and awareness of our local community and government.
- Outdoors – Increase scout's knowledge of the outdoors and ways to protect our environment.

The Explorer Scouts host an annual hot dog sale as a fundraiser. Proceeds from the sales are used to pay for annual fees and supplies for the program.

Participants of the Explorer Scout Troop completed work to earn their sports badge. Scouts participated in a leather craft activity this past year. During summer months, Scouts attended local parks and events featuring local bands, including: Olbrich with Ladies Must Swing, Bluegrass Music at the Memorial Union, Monona Terrace to hear a blues band and Spare Time Blue Grass Band at Warner Park.

Transportation Services

PROGRAM HIGHLIGHTS

Staff at Central Wisconsin Center (CWC) continue to provide individuals a number of leisure / recreational off-campus activities in the Madison area. Three transit companies provide transportation for community integration and money management trips: FOCUSCORP, Successful Work Options (SWO) and Madison Metro. CWC also maintains a fleet of four wheelchair-accessible vans and two fifteen-passenger vans. CWC also uses vehicles from the Department of Administration (DOA) fleet, which are kept at Mendota Mental Health Institute (MMHI).

The weekly average of regularly scheduled trips for people receiving long-term care at CWC is 22. The weekly average of regularly scheduled trips for people receiving short-term care at CWC is 11. This totals over 1700 recreational and leisure related trips this past year. "Regularly scheduled" is defined as trips that occur on a weekly basis. Additional outings not regularly scheduled are trips that occur on the weekend and unique trips, such as: pontoon boat rides, camping, Explorer Scout excursions, concerts and local performances, sporting events and seasonal attractions.

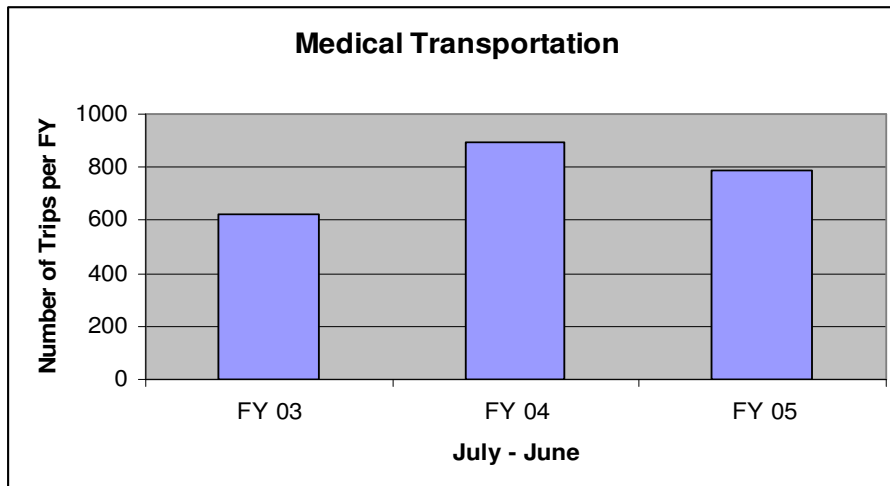
Staff have continued to utilize the TRIPS database to collect community integration information. This database assists with information that pertains to number of outings each individual is offered on a monthly basis and the number of hours he / she spends away from CWC for leisure activities. This database also documents the type of activity / location that was offered on these trips. Staff use the database to track number of outings per participant and to track the variety of destinations.

Contracted Day Service Transportation

Four of the five Contracted Day Service Programs currently provide transportation for the individuals residing at CWC who receive year-round programs. CWC contracts with four agencies: FOCUSCORP, Successful Work Options (SWO) and Madison Area Rehabilitation Centers (MARC South, East & West) to provide transportation to and from programs. MARC West provides transportation for the MARC South program and the Pathways program.

Medical Transportation

During the past year, 791 trips were made for medical reasons, such as outpatient appointments, emergency care or hospitalization. Transportation was provided by: Curtis Ambulance Service, Ryan Brothers Ambulance Service, 911, Meister's Special Transport, Alift



Transportation and CWC vehicles. Over the past year, CWC has utilized the fleet of vehicles CWC owns for medical transportation. This practice is more cost effective.



Therapeutic Recreation Department Honors Veterans



Volunteer Services

PROGRAM HIGHLIGHTS

The Volunteer Services Program works in conjunction with various community organizations and businesses to provide quality volunteer services for the people who live at Central Wisconsin Center (CWC).

Mission

The mission of Volunteer Services is to be a link between CWC and the community, which fosters the involvement of volunteers in many different capacities that improve and expand the quality of life for the people who live at CWC.

Staffing

The Volunteer Services Department employs one full-time Volunteer Coordinator.

Volunteers

Individuals, churches and groups assisted CWC this fiscal year. Ninety-one direct and indirect service volunteers provided over 1600 hours of service to the people who live at CWC. In addition, special event volunteers came throughout the year to assist with events, participate in group tours and learning sessions, provide gifts for special events, decorate for the holidays and escort people to pre-planned activities.

The Thursday Night Volunteer Program continues to be a success. Volunteer participants included students from area high schools and colleges, service clubs, local businesses and other individuals from the surrounding area. This program offers tremendous benefits to the participants. It also serves to bring awareness of the work done at CWC into the community. The volunteers participated in structured events with the people who live here, including creating artwork and attending dances, concerts and shows. The program enjoys a high return rate of volunteers from semester to semester.

Auxiliary

One of our greatest assets is the CWC Service Auxiliary, a non-profit organization of volunteers, with a voluntary Board of Directors dedicated to improving life opportunities for the people who live at CWC.

Throughout the year the Auxiliary sponsors three fundraisers as well as the Sharing of Talents and The Thursday Night Volunteer Program. The Auxiliary holds biannual meetings with the Center's Director, Deputy Director and Volunteer Services staff to determine the funding of programs, receive reports and updates and discuss new ideas. This group was founded in 1968.

Fundraisers

The CWC Service Auxiliary's annual "Holiday Bazaar, Bake Sale, and BBQ Blast" was held in Murphy Commons in November. The event had three components: a bazaar with crafts and a raffle, a bake sale, and a luncheon meal of barbecue, hot dogs, chips, lemonade and coffee. This year the event raised \$1,026.83 for the Auxiliary. It is a popular holiday event for CWC staff and the people who live here. Many volunteers, including Auxiliary members, assisted that day.

The annual "Bowl 'Em Over" fundraising event was held at Bowl-a-Vard Lanes on Madison's east side in February. This year 59 bowlers raised \$520 for the CWC Auxiliary. Businesses from Madison and surrounding areas donated door prizes. This fundraiser is also a popular recreational event for CWC staff, family and friends. It is offered for a very reasonable fee so that many people can participate.

The CWC Open Golf Tournament was held in June following a one-year hiatus. Twenty-one golfers participated in this year's event, raising just over \$200. The event was hosted by The Meadows of Sixmile Creek in Waunakee, and was well-received by all who participated.

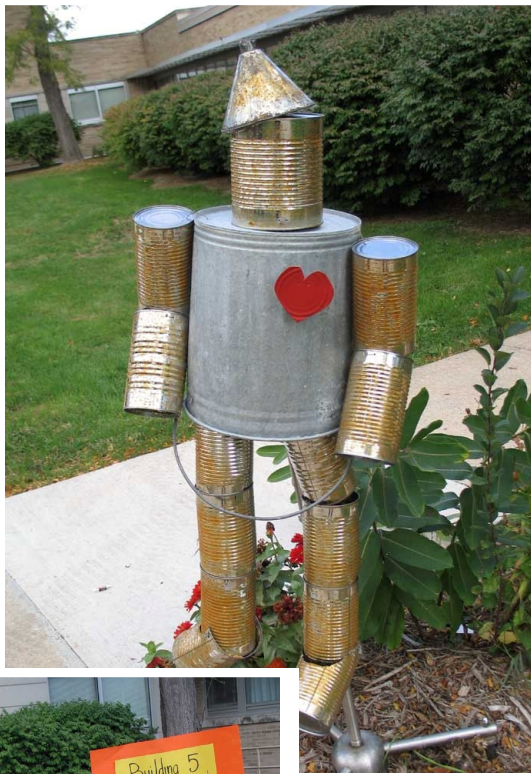


Bucky Appeared at CWC Golf Outing

Other fundraisers, outreach projects, discount offerings and socials take place throughout the year. These include:

- Discount coupons for performances at "The Fireside"
- Sam's Club discount memberships
- Tours, speeches and presentations
- Volunteer Fairs
- Take Your Child to Work Day
- The Employee Appreciation and Recognition (EAR) Committee
- Beautification inside and outside CWC
- The annual Family Picnic
- Collection of Campbell's "Labels for Education" and General Mills' "Box Tops for Education"
- "Entertainment" Book sales

**Scarecrow Walk
Sponsored by the CWC
Neighborhood
Committee**



COMMUNITY SERVICES PROGRAMS

Admission Services

Contracted Day Service Program

Development Evaluation Clinic

Outpatient Dental Clinic

Short-Term Assessment Program

Short-Term Care Unit

Transition to Community Living Services

Admission Services

PROGRAM HIGHLIGHTS

Admission staff serves and supports individuals with developmental disabilities, their families and community agencies. Admissions case managers arrange admission meetings, discharge staffings and training sessions for parents, caregivers and community staff.

The number of referrals to the program continues to increase each year. The services requested this year were more complex and staff intensive.

This year through the Physical Assessment and the Evaluation and Treatment programs, a total of one hundred and seventy-five individuals were served. Some individuals were served more than one time.



Admissions Team

Physical Assessment Program

One hundred and fifty-four individuals were provided services this fiscal year. Significant medical, nursing and therapy concerns are addressed during each one to two week stay. Services provided in this program include dental examination and cleaning; dietary consultation; occupational, physical, speech, respiratory, and recreation therapy assessments; equipment review; and medical evaluations with laboratory work and immunizations.

Central Wisconsin Center's (CWC) Rehabilitation Technology Department has made wheelchair-seating systems for a number of former clients. During short-term admissions these systems can be adjusted or modified to meet the changing positioning needs of the individual. New seating systems, Ankle Foot Orthosis (AFO), and hand splints continue to be provided for people in the program.

Short-Term Care for Evaluation and Treatment

A total of 21 clients received services in this program. Length of stay is generally three to twelve weeks. Evaluation is provided by multiple disciplines. A treatment plan is developed and clients receive active treatment in therapy and programming. The goal of the program is to facilitate positive change in areas to improve health and functioning. A number of clients are admitted each year requiring post-surgery rehabilitation. Requests for admission to address wheelchair-seating system issues have remained a vital part of this program. With all admissions, training and follow-up services are provided. As a part of discharge planning for certain individuals,

hands-on training, active treatment videos / DVDs, as well as follow-along services were offered to therapists, school personnel, case managers, caregivers, and family members. Treatment videos / DVDs have become an important tool that is used by families / caregivers and their community supports. Families / caregivers are able to review the training via the video / DVD and use the information to train new staff.

TABLE IX
ADMISSION CASE STATISTICS

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SCREENINGS.....	19

Contracted Day Service Programs

PROGRAM HIGHLIGHTS

Off-campus day service programs are provided for 63 individuals through contracts with four different providers who utilize six different work sites. The current providers / sites and the numbers of individuals enrolled as of June 30, 2006 are as follows:

- FOCUSCORP - 30
- Successful Work Options – 24
- Madison Area Rehabilitation Center East – 4
- Madison Area Rehabilitation Center West – 3
- Madison Area Rehabilitation Center South - 1
- Pathways to Independence – 1

Individuals served in these programs receive a six-hour program day for 245 days each year. Transportation is provided by the agency that has contracted with CWC to provide the Day Services Programs.

Inclusion in the Contracted Day Service Programs occurs via referrals from the individual's Interdisciplinary Team (IDT). The IDT identifies two agencies they feel would be appropriate settings for the individual. The two agencies then conduct an assessment and submit an individualized service proposal. The unit team then selects the proposal that will best meet the needs of the individual.

In recent years a two-tier payment system has been implemented in order to increase the number of participants who have medical / nursing needs or specialized staffing needs due to challenging behaviors. Currently, a higher daily rate is paid for eleven individuals who present challenging behaviors, and eight individuals that require the presence of a Registered Nurse (RN) at the contracted program site. The individualized service plans that are developed as part of the contracting process are monitored by a Case Manager at the contracted agency site and also by the individual's Qualified Mental Retardation Professionals (QMRP) at CWC.

Development Evaluation Clinic

PROGRAM HIGHLIGHTS

The Development Evaluation Clinic (DEC) provides a clinical inpatient evaluation program and consultation and training services to clients statewide.

Requests for five-day DEC evaluations come from a variety of sources. For the past several years, evaluations have been limited to two per month. Clients are frequently scheduled in advance due to the number of referrals to the program.

The DEC Coordinator provides all case management and coordination of evaluations, staffings and follow-up services. Evaluations, which are accomplished by Central Wisconsin Center (CWC) staff, most frequently include: Medical, Genetic, Dietary, Education, Psychological, Psychiatric, Occupational Therapy, Physical Therapy, Audiology, Therapeutic Recreation and Communication assessments. Consistency of staff involved has been attained in most services. Staff Physicians and Medical Residents from the University of Wisconsin (UW) Hospital-Rehabilitation Medicine Clinic have become an integrated part of the program.

A total of fourteen clients received comprehensive evaluations during ten, five-day evaluation periods. The DEC program served five children and nine adults this year. Many of the clients evaluated required extensive care and supervision due to medical concerns, challenging behaviors and issues of dementia.

The DEC used a follow-up questionnaire for parents / guardians and for community agencies as a means of assessing satisfaction with the DEC Program. Results of this survey have been overwhelmingly positive with comments reflecting appreciation of the professionalism of the evaluation team, compassion shown to the clients, and thoroughness of the staffing and written reports.

Outpatient Dental Clinic

PROGRAM HIGHLIGHTS

The Outpatient Dental Clinic provides dental care and treatment to people with developmental disabilities who reside in the community. Clients are people who formerly lived at Central Wisconsin Center (CWC), as well as Northern Wisconsin Center (NWC) or Southern Wisconsin Center (SWC). The number of people seeking dental care is growing constantly.

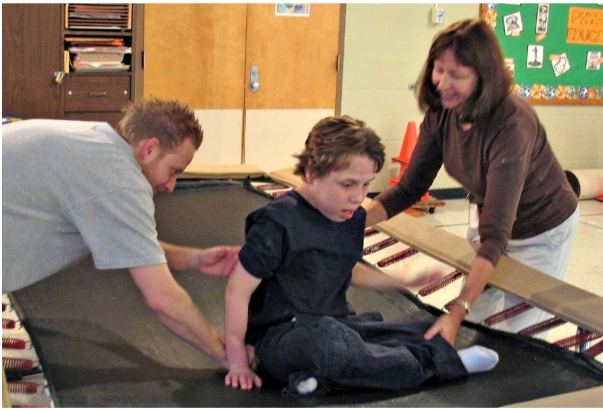
Outpatient clients are usually seen every six months. Treatments include exams, cleaning and prophylaxis, x-rays, restorations and extractions. There were over 130 outpatient appointments during the year.

Billing is submitted to Medical Assistance, through Electronic Data Systems, for all dental treatment. This fiscal year, the clinic has generated nearly \$4000 in reimbursements.

Short-Term Assessment Program

PROGRAM HIGHLIGHTS

Central Wisconsin Center's (CWC) Short-Term Assessment Program (STAP) completed 3½ years of service on 6/30/2006. The program is located in Stevens Hall East (Building 1). The goal of the STAP is to support individuals with severe disabilities and complex psychiatric / behavioral issues who are currently living in a community setting. During an individual's stay, treatment interventions may be tested but the primary objective is a comprehensive, integrated assessment of the individual with treatment recommendations for discharge. The interdisciplinary team works closely with support staff and professional staff in the community with follow-up services available. The recommended length of stay in the STAP is 5 to 28 days. The STAP works closely with the Short-Term Care Unit (STCU) and Development Evaluation Clinic (DEC) to coordinate short term care services.



The following areas provide interdisciplinary assessments:

- Medical / Nursing Services
- Psychiatric Services
- Behavioral / Psychological Services
- Physical Therapy
- Occupational Therapy
- Therapeutic Recreation
- Music Therapy
- Speech Therapy
- Dietary Services
- Education Services
- Adaptive Physical Education
- Vocational Services
- Pharmacy Services
- Other specialized services upon request



A total of 38 individuals were admitted to the program. Four individuals were readmissions while 34 were first time admissions.

Additional characteristics of the individuals served during the past year include:

- Sex: 23 Males - 15 Females
- Ages: Age range: 05-61, with an average age of 30.2 years. Sixteen of the admissions were for individuals under the age of 22.
- Individuals from 21 different counties received assessment services during the past 12 months.

Short-Term Care Unit

PROGRAM HIGHLIGHTS

The Short-Term Care Unit-A (STCU-A) provides Medical and Nursing Services for people living at Central Wisconsin Center (CWC) during times of acute illness, recovery from surgery or during periods in which supportive nursing or other services are needed to meet complex health care needs. Some of the complex health care needs include administration of intravenous fluids and intravenous antibiotic therapy, administration of supplemental pain medication, and administration of supplemental oxygen and respiratory monitoring. There were 80 admissions to the Short-Term Care Unit-A during the past year.

The goal of the Short-Term Care Unit-B (STCU-B) is to support the person with disabilities living in a community setting. The multi-disciplinary team of the Short-Term Care Unit (STCU) provides diagnostic, evaluative, treatment and planning services for clients who have developmental disabilities (DD) and reside in the community. Support for a person with DD who resides in the community may also include post-operative care, especially following orthopedic surgery.



Short-Term Care Unit Staff

The STCU continues to support the specialty clinics held at CWC; 25 individuals were seen at GYN Clinic, 157 individuals were seen at Epilepsy Clinic, 89 individuals were seen at Podiatry Clinic on a 60 day recall basis and 299 appointments at Optometry Clinic. Bone density studies have been done for 186 individuals.

Transition to Community Living Services

PROGRAM HIGHLIGHTS

Seven adult individuals moved from Central Wisconsin Center (CWC) to community residences. All seven adults moved to the community with Community Integration Program (CIP 1A) funding. Six adults moved to Adult Family Homes. One moved to a Supported Home Living

setting. An eighth person, who had lived at CWC on a short-term admission, moved to a Children's Treatment Foster Home.

Significant transition activity occurred for another 41 people living at CWC. Those activities included assisting families to learn about available community resources, reviewing current needs of people with county staff, helping counties and residential agencies conduct assessments of service and support needs and working with counties on active development and planning for a transition.

Social Workers traveled to counties and accompanied families to visit potential provider agencies for eight people. Family members for three other people visited provider agencies with county personnel. Families visited both residential and day service agencies.

Contacts were made to 19 counties that have people living at CWC whose cost estimates are below the current CIP rate. The purpose of these contacts was to inquire about county intentions regarding transition planning for those people from their counties, to encourage counties to consider transition planning for people whose cost estimates are below the current CIP rate, and to have counties identify any obstacles to transition planning.

Personnel from two counties traveled to CWC to conduct reviews of a number of people from their counties, with the goal of identifying people as priorities for transition planning.

During these meetings, each individual's care and support needs were discussed and what potential there may be for transition planning. Through this process, Milwaukee County identified 12 people as priorities for planning.

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